

SN Full, SH Full, EH Full



Customer Feedback Review Screen

Page Activated 2023 [Show All Generic Issues](#)[Show All Viamed Issues](#)[Show All Vandagraph Issues](#)[Show All VST Issues](#)[Show All Human Med Issues](#)[Show All Viamed Properties Issues](#)[Show All The Pointless Logo Company Issues](#)[Show All Issues](#)

To Filter to Company Issues you need to tag any in the Genetic Issues first

VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
308857 09 Oct 2023	Phototherapy Eye Masks Pricing	☒ Derek Lamb 09 Oct 2023	☐	☐
Steve Nixon Added by Ryan Swaine sent to Steve Nixon Michalina at Neo Plus (Poland) has gone for a tender with our NeoMask, as it is the cheapest option we can offer. Unfortunately the tender will be awarded to Natus, as their pricing for the Biliband is very low in comparison to ours. I have attached our competitors offer for the Natus Biliband, it translates to an end user price of USD \$35 / GBP £28 for a pack of 20. Please let me know if there is anything we can do, I suspect we do not have the margin to compete.				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
306803 15 Sep 2023	Feedback for initial order - Damaged Parcels	☒ Derek Lamb 22 Sep 2023	☐	☐
Steve Hardaker Added by Ryan Swaine sent to Steve Nixon				

Novamedisan have reported that 4/5 boxes from their order of EyeMax has arrived in a bad condition. One box is still in transit. Thankfully the product within the 4 boxes is okay and complete, but the packaging is badly damaged and open. The courier was FEDEX, which was arranged by Novamedisan. Novamedisan agrees that the damage points towards bad handling by the courier, but has asked us to take steps to improve the packaging to limit the risk of this happening again.

18 Sep 2023 Steve Nixon

As discussed last week: 1) Large plastic bags to encase the contents have been ordered. 2) Packing tape will be applied fully around each box. 3) Large external Viamed labels will be applied, to assist in identification. 4) We will try and evaluate vertical strengthening piers applied in each of the box corners. 5) The double walled boxes that we use are deemed suitable. 6) Packing procedures will be generated/edited.

21 Sep 2023 Ryan Swaine

Next Action Changed From Steve Nixon To Steve Hardaker

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
306640 14 Sep 2023	Sales forecasts (57)	☒ Derek Lamb 22 Sep 2023	☐	☐

Derek Lamb

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

14 Sep 2023 Derek Lamb

reworking the process

VIAMED Feedback

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
305856 05 Sep 2023	0014850 Pulse Oximetry Ear Sensor	☒ Derek Lamb 09 Oct 2023	☐	☐

Aqib Majeed

Added by Aqib Majeed sent to Aqib Majeed

customer has stated the spring has come loose and now they do not attach to the ear.

05 Sep 2023 Aqib Majeed

VIAMED Customer Feedback Positive

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
305705 04 Sep 2023	Feedback from Inspira	☒ Derek Lamb 22 Sep 2023	☐	☐

Ryan Swaine

Added by Steve Nixon sent to Ryan Swaine

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Feedback received from Inspira via Sarah at Maxtec. Hi Sarah, FYI, we made first order with Viamed and were very satisfied with conditions and speed. Brgds Ales Lep pozdrav | Kind regards | Mit freundlichen Grüßen | Cordiali saluti Aleš Hrastar Co-Founder, Head of Sales & Marketing

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
303754 14 Aug 2023	Sales forecasts (58)	☒ Derek Lamb 22 Aug 2023	☐	☐

Ryan Swaine

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

14 Aug 2023 Ryan Swaine

Done

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
303753 14 Aug 2023	Sales forecasts (57)	☒ Derek Lamb 22 Aug 2023	☐	☐

Derek Lamb

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

21 Aug 2023 Derek Lamb
reviewed Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
303752 14 Aug 2023	Sales forecasts (56)	☒ Derek Lamb 22 Aug 2023	☐	☐

Steve Nixon
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

18 Aug 2023 Steve Nixon
Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
301393 19 Jul 2023	R-22AVG feedback from Gemco	☒ Derek Lamb 22 Aug 2023	☐	☐

Steve Nixon
Added by Steve Hardaker sent to Steve Nixon
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Spoke to Ryan at Gemco to ask for feedback on the 110 R-22AVG they they've purchased since Feb this year as a replacement for the R-22AV following stock shortages for those. He said that they have had no issues whatsoever and are happy to continue with them.

VIAMED Customer Feedback Negative
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
301168 17 Jul 2023	Pricing Increases over Inflation	☒ Derek Lamb 22 Aug 2023	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
Recently I've spoken to a number of customers regarding pricing increases. Firstly, providing increases without a long valid date means the hospitals have to contact their suppliers more

regularly to receive an update. To eliminate this, we have previously provided 12 months valid date (30th June) but with the clause of providing 30 days notice of price amends. This works but it does not work when we get to the yearly set date and are unable to provide another date. This year, I have had to complete a number of spreadsheet (or reviewed existing ones) on numerous occasions as we have not been able to provide the update we have suggested. I would suggest that in the future, we provide an update to customers at the set date we have agreed and then any other increases after this are given at a later date with 30 days notice. Customers have commented that this is causing major disruptions to their work load as they are repeating jobs on a monthly, if not more frequent, basis. Secondly, we have had comments regarding the amount in which we have increased prices. Although they appreciate costs have increased, a pricing increase of 31.5% in one jump is considerable. It has been confirmed, that hospital procurement have the authority to accept any increases below the current inflation rate. This means, technically, we could increase all our prices with the inflationary increase and the hospitals will accept. Anything outside of this they have to gain authority from a manager.

17 Jul 2023 Derek Lamb

Linked TaskID Changed From 0 To 456

24 Jul 2023 Derek Lamb

noted

25 Jul 2023 Catrin Hird

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
300932 14 Jul 2023	Sales forecasts (58)	☒ Derek Lamb 22 Aug 2023	☐	☐

Ryan Swaine
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

17 Jul 2023 Ryan Swaine

Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
300931 14 Jul 2023	Sales forecasts (57)	☒ Derek Lamb 22 Aug 2023	☐	☐

Derek Lamb
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

17 Jul 2023 Derek Lamb
reviewed

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
300930 14 Jul 2023	Sales forecasts (56)	☒ Derek Lamb 22 Aug 2023	☐	☐

Steve Nixon
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

18 Aug 2023 Steve Nixon
Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
297842 14 Jun 2023	Sales forecasts (58)	☒ Derek Lamb 22 Aug 2023	☐	☐

Ryan Swaine
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

17 Jul 2023 Ryan Swaine
Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
297841 14 Jun 2023	Sales forecasts (57)	☒ Derek Lamb 22 Jun 2023	☐	☐

Derek Lamb

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

19 Jun 2023 Derek Lamb
reviewed

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
297840 14 Jun 2023	Sales forecasts (56)	☒ Derek Lamb 22 Jun 2023	☐	☐

Steve Nixon

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

19 Jun 2023 Steve Nixon
Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
295070 15 May 2023	Sales forecasts (58)	☒ Derek Lamb 22 Jun 2023	☐	☐

Ryan Swaine

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

06 Jun 2023 Ryan Swaine

Done

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
295069 15 May 2023	Sales forecasts (57)	☒ Derek Lamb 22 Jun 2023	☐	☐

Derek Lamb

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

23 May 2023 Derek Lamb

will review the process next motnh

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
295068 15 May 2023	Sales forecasts (56)	☒ Derek Lamb 22 Jun 2023	☐	☐

Steve Nixon

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

19 Jun 2023 Steve Nixon

Done

03 Jul 2023 Steve Nixon**03 Jul 2023 Steve Nixon**

Done

Post Market Surveillance

Viamed

Issue / Primary	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback
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ID				Internal Action
292260 14 Apr 2023	Sales forecasts (58)	☒ Derek Lamb 25 Apr 2023	☐	☐
Ryan Swaine System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts Take a Look at the Sales Warnings. Intrastats - Sales - Sales - Sales Warnings				
10 May 2023 Ryan Swaine Done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
292259 14 Apr 2023	Sales forecasts (57)	☒ Derek Lamb 25 Apr 2023	☐	☐
Derek Lamb System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts Take a Look at the Sales Warnings. Intrastats - Sales - Sales - Sales Warnings				
17 Apr 2023 Derek Lamb reviewed, waiting on suplies of o2 sensors , most on list.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
292258 14 Apr 2023	Sales forecasts (56)	☒ Derek Lamb 25 Apr 2023	☐	☐
Steve Nixon System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts Take a Look at the Sales Warnings. Intrastats - Sales - Sales - Sales Warnings				
16 Apr 2023 Steve Nixon Reviewed.				

VIAMED Feedback

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
292235 13 Apr 2023	OOM108 - Sensors for Maquet	☒ Derek Lamb 22 Jun 2023	☐	☐

Steve Nixon

Added by Ryan Swaine sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Feedback from engineer in Ireland via Medivent: This hospital has approximately 30 Maquet vents. The new models, approximately half, have had an upgrade module fitted from Maquet: Lifetime Sensor with a 7 year Guarantee for EUR €1200 The older models can not be fitted with the upgrade module and still required galvanic sensors. Currently paying EUR €380 / sensor (end user, but discounted price)

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
290214 22 Mar 2023	VersaStream Being Used in Ambulances	☒ Derek Lamb 23 Mar 2023	☐	☐

Steve Nixon

Added by Catrin Hird sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

I spoke to a paramedic over the weekend who gave me the following information regarding the use of sampling lines (i.e. VersaStream type). As paramedics, at the moment, Capnography Sampling lines are used to measure co2 in cardiac arrests. Critical care Paramedics use them to test the co2 levels when they insert the ET tube, as well to make sure the tube is in the correct place. They are used as part of an airway tree.

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
289309 14 Mar 2023	Sales forecasts (58)	☒ Derek Lamb 23 Mar 2023	☐	☐

Ryan Swaine

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

07 Apr 2023 Ryan Swaine
Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
289308 14 Mar 2023	Sales forecasts (57)	☒ Derek Lamb 23 Mar 2023	☐	☐

Derek Lamb
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

24 Mar 2023 Derek Lamb
not done reworking the page

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
289307 14 Mar 2023	Sales forecasts (56)	☒ Derek Lamb 23 Mar 2023	☐	☐

Steve Nixon
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

16 Apr 2023 Steve Nixon
Reviewed

16 Apr 2023 Steve Nixon

VIAMED Feedback
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
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287592 23 Feb 2023	Teledyne automotive price increase - Celtech	☒ Derek Lamb 23 Mar 2023	☐	☐
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Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

The R-22A price increase was too much for Celtech, is moving to R-22AVG. Minimal impact as only 15 sensors per year.

VIAMED Feedback

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
287584 23 Feb 2023	Teledyne automotive price increase - Prosol	☒ Derek Lamb 23 Mar 2023	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Prosol were shocked at the Teledyne automotive sensor price increase. They buy around 1000 per year of the R-22A and are looking at moving those over to R-22AVG due to the better pricing. However, this is not decided for certain as they sell them to a specific customer that does not want Prosol branding and may equally not want Viamed branding as they want the repeat business themselves. He was a bit disgruntled that they have just sent out a printed catalogue that contains pricing which will erode his margins for the next 6 months, so more notice would be appreciated. I advised that Teledyne applied price increases without notice. He was relieved at the minimal increase on their OBL 0110364 & 0110365 though, so overall it's worked out OK.

VIAMED Feedback

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
287574 23 Feb 2023	Teledyne automotive price increase - Gemco	☒ Derek Lamb 23 Mar 2023	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

I have started getting feedback re the recent Teledyne automotive price increase, with some customers wanting to switch over. I will add them for reference as it will affect the balance between Teledyne and Viamed sensors. Gemco - R-22A, approx 1000. Wants to switch to R-22AVG.

Post Market Surveillance

Viamed

Issue / Primary	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback
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ID				Internal Action
286573 14 Feb 2023	Sales forecasts (58)	☒ Derek Lamb 23 Mar 2023	☐	☐

Ryan Swaine

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

07 Apr 2023 Ryan Swaine

Done

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
286572 14 Feb 2023	Sales forecasts (57)	☒ Derek Lamb 23 Mar 2023	☐	☐

Steve Hardaker

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

14 Feb 2023 Steve Hardaker

Done. But sales forecasts page not working correctly, not registering updates on the Sales>Stock Sales Forecasts page.

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
286571 14 Feb 2023	Sales forecasts (56)	☒ Derek Lamb 23 Mar 2023	☐	☐

Steve Nixon

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

27 Mar 2023 Steve Nixon

Reviewed

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
286363 10 Feb 2023	R-22AVG returns analysis	☒ Derek Lamb 23 Mar 2023	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

The R-22AVG instability issue documented on issue #218147 was resolved at the end of 2021 and any sensors from manufactured Jan 22 onwards should be unaffected by the earlier stability issue. A year on from that and I have just gone through the returns data and found not a single reported failure or return under warranty from the 1731 sensors sold from Jan 22 onward, which is evidence that the changes have been effective and the sensor is once again proving reliable.

VIAMED Product Feedback Negative

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
284687 25 Jan 2023 252744	MaxO2ME falling out of V-mount brackets - DL Complaints	☒ Derek Lamb 23 Mar 2023	☐	☐

Derek Lamb

Added by Derek Lamb sent to Derek Lamb

need to review with regard to our ISO system Original complaint went to Maxtec. Maxtec came to us, to follow up with customer. We sent report to Maxtec. No resolution as yet. Emergo is the UK RP. Dont believe we should open our own customer complaint. for discussion with BSI.

09 May 2023 Derek Lamb

closed

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
283690 16 Jan 2023	Sales forecasts (58)	☒ Derek Lamb 23 Jan 2023	☐	☐

Ryan Swaine

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

07 Apr 2023 Ryan Swaine

Done

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
283689 16 Jan 2023	Sales forecasts (57)	☒ Derek Lamb 23 Jan 2023	☐	☐

Derek Lamb

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

24 Jan 2023 Steve Hardaker

Next Action Changed From Steve Hardaker To Derek Lamb Sales forecast pages not working, not accepting data into 2023 cells. Are we still supposed to be using this? Is anyone else adding forecasts or using the these pages?

24 Jan 2023 Derek Lamb

yeah definatly broke my forecasts table, I'll let you know when i fix it, yes only you been filling it in but I see them go in, and they show in some of SN`s supplier order review pages. I'll let you know when i've fixedf / updated the tables for going forwards

24 Jan 2023 Derek Lamb

fixed for now, Done

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
283688 16 Jan 2023	Sales forecasts (56)	☒ Derek Lamb 23 Jan 2023	☐	☐

Steve Nixon

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

27 Mar 2023 Steve Nixon

Reviewed

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
282955 06 Jan 2023	MAX-125M feedback	☒ Derek Lamb 23 Jan 2023	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Did a PMS follow up with Portsmouth Hospitals University NHS Trust, who purchased 18x Max-125M sensors that they bought for Philips Trilogy Evo vents, to see if they have experienced any technical issues at all. He replied to say they have not had any issues with the O2 sensors since they installed them last year.

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
282922 06 Jan 2023	0110805 - OOMLF202 feedback	☒ Derek Lamb 06 Jan 2023	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Followed up a sale of 6x 0110805 - OOMLF202 feedback sensors to Royal Blackburn to see if they now need to replace them and to ask for feedback. They provided the following information: "these sensors were purchased for a set of loan ventilators while the pandemic was at a high level. We no longer have these loan vents and the ones we normally use don't have this sensor. It doesn't appear that there were any issues with the sensors though"

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
280607 14 Dec 2022	Sales forecasts (58)	☒ Derek Lamb 06 Jan 2023	☐	☐

Ryan Swaine

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

15 Dec 2022 Ryan Swaine

not currently working, issue with Derek

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
280165 08 Dec 2022	OOM111 compatibility feedback from customer	☒ Derek Lamb 06 Jan 2023	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

We have supplied 25x 0110560 - OOM111 sensors to Leeds General Infirmary to use in place of some OOMLF111 (0110860) that were originally supplied with Dehas `QualityMon O2` oxygen monitors from new. The devices were purchased as an emergency measure during the COVID-19 pandemic when O2 monitors were in short supply. Please see attached OEM datasheet. Due to delays for OOMLF111, I offered OOM111. The customer purchased 25 and all were successfully installed without problems. Interestingly, even though they were supplied with OOMLF111, the datasheet states that they come with OOM111, which made it a safe bet to try them. I have also added an issue to SN to add to cross reference.

VIAMED Product Feedback Negative

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
279391 01 Dec 2022	GOC5223 / R-22AVG feedback	☒ Derek Lamb 23 Dec 2022	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!

Prosol reported a GOC5223 sensor supplied March 22 (s/n P103569) that was failing. I suspect that it went into a low output state due to being left in exhaust gases in the emissions tester for an extended period, advised him to leave it for 24 hours, he did and the problem went away. He also had another customer subsequently that had the same problem and the same solution worked. This is something to keep an eye on and suggests that there may still be an underlying problem under certain circumstances. Envitec are convinced that the problem is resolved, and the returns would suggest that this is largely the case. Closing this off as we have no further sensors returned to us to allow any further investigation.

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
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277770 14 Nov 2022	File 66 V1000 Foetal Heart Simulator Risk File Updated	☒ Derek Lamb 06 Jan 2023	☐	☐
Derek Lamb Risk file has changed, VM3COP27.12 Needs reviewing for 66 V1000 Foetal Heart Simulator as the Risk assesment has changed				
14 Nov 2022 Derek Lamb done the post market				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
277646 14 Nov 2022	Sales forecasts (58)	☒ Derek Lamb 06 Jan 2023	☐	☐
Derek Lamb System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts Take a Look at the Sales Warnings. Intrastats - Sales - Sales - Sales Warnings				
15 Dec 2022 Ryan Swaine Next Action Changed From Ryan Swaine To Derek Lamb Sales warnings page no longer seems to work				
15 Dec 2022 Derek Lamb fixed				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
277645 14 Nov 2022	Sales forecasts (57)	☒ Derek Lamb 06 Jan 2023	☐	☐
Steve Hardaker System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts Take a Look at the Sales Warnings. Intrastats - Sales - Sales - Sales Warnings				
14 Nov 2022 Steve Hardaker No longer required in this format.				

VIAMED Product Feedback Negative

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
277528 10 Nov 2022 256351	VM-2160 SMARTsat not picking up on neonates	☒ Derek Lamb 23 Dec 2022	☐	☐

Derek Lamb
Added by Derek Lamb sent to Derek Lamb
Was not an official complaint as they trying to use the product outside of the ifu

10 Nov 2022 Derek Lamb

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
274607 14 Oct 2022	Sales forecasts (58)	☒ Derek Lamb 06 Jan 2023	☐	☐

Ryan Swaine
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

31 Oct 2022 Ryan Swaine
done

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
274606 14 Oct 2022	Sales forecasts (57)	☒ Derek Lamb 06 Jan 2023	☐	☐

Steve Hardaker
System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

17 Oct 2022 Steve Hardaker

Done.

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
274605 14 Oct 2022	Sales forecasts (56)	☒ Derek Lamb 06 Jan 2023	☐	☐

Steve Nixon

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

08 Nov 2022 Steve Nixon

Reviewed but not getting from RS, CH. Discussing during Wednesday meetings.

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
271865 14 Sep 2022	Sales forecasts (58)	☒ Derek Lamb 06 Jan 2023	☐	☐

Ryan Swaine

System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts

Take a Look at the Sales Warnings.

Intrastats - Sales - Sales - Sales Warnings

31 Oct 2022 Ryan Swaine

done

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
271864 14 Sep	Sales forecasts (57)	☒ Derek Lamb 06 Jan	☐	☐

2022		2023		
Steve Hardaker System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts Take a Look at the Sales Warnings. Intrastats - Sales - Sales - Sales Warnings				
17 Oct 2022 Steve Hardaker Done.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
271863 14 Sep 2022	Sales forecasts (56)	☒ Derek Lamb 06 Jan 2023	☐	☐
Steve Nixon System Generated Please fill in any outstanding sales forecasts, Intrastats - Sales - Sales - Stock Sales Forecasts Take a Look at the Sales Warnings. Intrastats - Sales - Sales - Sales Warnings				
08 Nov 2022 Steve Nixon Reviewed but not getting from RS, CH. Discussing during Wednesday meetings.				
VIAMED Product Feedback Negative Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
269660 22 Aug 2022 268776	Sampling lines in high humidity - 4420922	☒ Derek Lamb 23 Dec 2022	☐	☐
Steve Hardaker Added by Steve Nixon sent to Steve Hardaker Response from Rayk: Hello Steve, for precisely this application we recommend the following sampling line: REF: 7090121141, Long term (high humidity) Sampling Line with Airway Adapter Infant Response from Bernd: Hello Steve, the long term version should work perfectly Also the original Oridion short term line should only last for a few hours according to our tests. They can only absorb 0,3ml which is not a lot.				
22 Aug 2022 Steve Nixon See the attached image. From Rayk the original Oridion lines use 2 Nafion tubes for this special application (neonatal ventilation) and are very expensive. Sampling lines for short-term use are unsuitable for this. But medical personnel should know that.				

20 Sep 2022 Steve Hardaker

Chased him up again to see if they want to move over to 4420926 High Humidity Sampling Lines. Advised him we have 2 boxes in stock.

27 Sep 2022 Steve Hardaker

He ordered the 2 boxes, which were shipped today on Invoice RVM139401-1. I have asked for feedback and will follow up.

03 Feb 2023 Steve Hardaker

Called him to follow up on the 4420926 sampling lines that he purchased in September to resolve the issue with high humidity causing standard lines to fail after just 6 hours. He says that these ones did better, up to 12 hours, still falls short of the 72 hours indicated but is an improvement. The original Oridion lines also suffer short operating life, so he is happy to order more, he mentioned 10 boxes.

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
269513 18 Aug 2022	Review of R-43V reliability	☒ Derek Lamb 06 Jan 2023	☐	☐

Steve Nixon

Added by Steve Hardaker sent to Steve Nixon

I have done a follow up review on the R-43V to ensure that the problems documented on issue 63540 have been fully resolved. In summary, the Giraffe Service Manual specified a hard lower limit of 33mV, but the specification of the R43V is 28mV - 50mV in air. This caused a number of reports of sensors failing to calibrate. After extensive investigation, we recommended a lower output specification of 35mV under load to account for variations in output due to fluctuations in atmospheric pressure, and to allow for some drift in output over the lifetime of the sensor. In July 2020, Envitec confirmed that they changed end test specification to 33.5mV to 40 mV pending a change to their end test equipment. In July 2021, they confirmed that with their new test equipment, the internal QA spec is now a minimum of 35mV. (Note: this as an internal QA spec, not spec change for the sensor itself.) Since July 21, we have seen just 1 pair sensors returned from 533 pairs sold, and that was not due to an output issue (SRN34489 shows output 35.4mV but unstable in Oxygen). This is a failure rate since the changes were implemented of just 0.19%, versus a total failure rate of 5.34% (with customer-reported failures accounting for 3.84%). Based on this considerable drop-off in returns and the lack of reported failures from customers, I conclude that ours and Envitec's actions have improved the overall reliability of this sensor considerably. If either of you have anything to contribute or require any further investigational analysis, please let me know. Once concluded, I will add this review to the Technical Files.

18 Aug 2022 Steve Hardaker

For additional reassurance, I have looked at the QA data supplied by Envitec for 200 sensors supplied on PVM2557 received 6th July 22. The range is from 36.251mV to 45.082mV.

18 Aug 2022 Steve Nixon

So with a current upper value of 45.082 mV they have increased the range again. With the above figures we can conclude that the issue has been resolved. The only caveat is that we reduced the warranty period to 6 months.

19 Aug 2022 Steve Hardaker