

Meeting – Yorkshire Ambulance Service

Date: 10th January 2012, 11am

Venue: Yorkshire Ambulance, Equipment 41, Brunel Road, Wakefield.

Attended by: Paul Saripo, Donna Mills, Katie Cooper-Birkenhead (of Yorkshire Ambulance Service), Steve Hardaker and Derek Lamb.

Review meeting to discuss a number of issues detailed in the notes attached to Intrastats issue #33322, which have been addressed below.

Consignment Stock Review

In order to support YAS in times of high demand, Viamed initially agreed to keep a minimum of 2 months stock on consignment. Steve Nixon asked for the consignment stock to be reduced to 1 month, which was proposed and discussed.

Based on usage figures (see Appendix 1), the following points were raised concerning consignment stock levels.

P/no	Current stock level		
	Proposed stock level		
			Action
0012105	6	6	YAS requested no change.
0014495	30	60	New addition to consignment stock in Dec '11. YAS requested to increase this to 60 based on estimated usage. Suggested we monitor usage in January '12 and review in Feb.
0014497	20	20	New addition to consignment stock in Dec '11. No change but monitor usage in January '12 and review in Feb.
0014500	60	60	YAS requested no change.
0014520	59	60	YAS requested no change other than issue 1 more to round up to 60.
0014762	20	10	YAS requested no change, I propose reducing to 10 via normal usage, which I believe we can convince them the lower level is acceptable.
0018810	40	40	YAS requested no change. No plans to phase out Lifepak 12*

*YAS have over 100 Lifepak 12s in use: they will be phased out eventually but there are no plans to do this in the next 12 months. We can expect 0018810 usage to remain fairly constant through 2012.

YAS is resistant to lowering stock levels at this time. A number of improvements are being made to the purchasing procedures, which should result in faster order processing and reduce the amount of required consignment stock. If the system works, once it can be seen that the current levels are unnecessarily high and that reductions in stock levels will not impact on their operations, we can again propose reductions. I suggested reviewing again in a couple of months time.

Contract for Consignment Stock

YAS stated that they have always agreed to the condition that the stock remains ours and that we can, if circumstances dictate, retrieve it. They did not see the need for a full-blown legal contract.

I explained that we need this for various reasons, such as in the event of the stock becoming damaged, destroyed, stolen etc. whilst on YAS premises, we may need to provide evidence that Viamed owned the stock. YAS agreed but asked if we could draw up a concise agreement, as opposed to a lengthy legal document that might have to involve their legal people to be signed off.

Regular Updates and Order Processing

Donna agreed to review the used stock every Friday and raise a requisition for a purchase order to cover the stock removed from their shelves.

She highlighted delays that can occur internally in getting these orders signed off by Purchasing, but stated that usually this will be done within a day so we can expect to receive an order by Monday morning. It was agreed that we can chase Donna for an order on Monday if we haven't yet received it; she asked that this be done after 1pm to give the Purchasing Department adequate time to process it.

In Donna's absence, Katie will be responsible for raising the requisition, and also acknowledges that Viamed can chase her up for the order after 1pm on Mondays.

Methods for Synchronized Electronic Stock Management

Derek demonstrated the stock management page that he has created on the Viamed website to allow them to verify the stock on their shelves. Derek created a login for Donna, who agreed to start using the system right away.

We identified a 'black hole' in their system, whereby under the current system, once items removed from their shelves, they only appear as being used when a job sheet is processed that indicates that the sensor has been issued to a piece of equipment. Over Christmas and New Year, a technician had been issued with a number of sensors to keep in their vehicle, and the job sheets were all processed at once in January, which introduced 2-3 weeks delay from the stock leaving their shelves

Paul agreed that from a legal standpoint, YAS should purchase the goods when they leave the shelf, or very soon thereafter. The system should now allow this to happen, although Donna raised concerns that she will not be able to tie the sensors up to a job at that stage, which Paul pointed out is their problem, not Viamed's.

Compatibility Information for Sensors and Instruments

The following table details the equipment that the respective sensors and cables are used with.

Part No.	Description	Used with
0014495	Masimo Red DCI-dc12, adult reusable SpO2 Sensor	Lifepak 15
0014497	Masimo Red LNC-10 patient cable, 10ft	Lifepak 15
0014500	Masimo LNOP DCI adult reusable SpO2 sensor	Lifepak 12 (with Masimo technology) Zoll Defibrillator
0014520	Masimo PC04 patient cable, 4ft	Lifepak 12 (with Masimo technology) Zoll Defibrillator
0014762	SpO2 silicone finger sensor, Nellcor 2m - Paediatric	Lifepak 12 (with Nellcor non-Oximax technology)
0018810	SpO2 finger sensor, Nellcor 2m – Adult	Lifepak 12 (with Nellcor non-Oximax technology)

Notes:

Lifepak 12 originally used Nellcor (non-Oximax) technology, but later became available with Masimo technology.

All Lifepak 15 use Masimo RED technology.

Repairs

Donna asked that the number of repairs we process be increased from 10 per week to 20. This was due to a misunderstanding whereby Donna was under the impression that Viamed have had some repairs since November and taken almost a month to return any of them.

Donna's evidence shows that she had sent 3 batches of repairs: the first at the end of November, a second in mid December and a third around the 20th December. I explained that we received one batch of 57 repairs on the 20th December, which she was not aware of.

They believe that their drivers have been holding on to the batches rather than delivering them immediately and will take action to re-iterate the importance of delivering these.

As an alternative, I discussed the option of pre-labelled UPS bags and gave them 6 bags to get started. We need to send a replacement bag with every batch of repairs going back to them, if they get too many or need more they will inform us.

Looking at the repair numbers, 10 per week should still suffice but we will monitor to see if they are consistently returning more than that. I explained that we always prioritise their repairs and have increased the number of technicians working on them at the moment so as to clear the backlog.

Derek realised we do not have an easy way to track the number of repairs in Intrastats and decided to implement a simpler system to view this information.

Concerns were raised over the quality of repairs: they received a Masimo RED dci dc-12 which would not connect into an instrument due to the outer body of the connector being incorrectly fitted, resulting in the key-way being on the wrong side. This raised concerns over whether every sensor is tested as a final stage of the QA process.

When I examined the connectors that we use, I found that the connector body can be very easily separated from the inner connector just by squeezing the body and pushing the cable, which results in the connector body sliding along the cable. This does not happen to the OEM Masimo connector and could be the cause of the incorrectly fitted connector if it came free after the sensor had been tested and was subsequently re-fitted incorrectly.

Additionally, concerns were raised over the quality of the connector itself: the plastic is flimsy and breaks easily, and the connector incorporates a pair of metal locking pins, which are also weak and often get damaged.

Whilst YAS accept that physical damage, such as snapped cables and crushed clips, will not be covered by warranty, they feel that failures that have arisen through the use of sub-standard parts should be. I believe we are fairly lenient with them on warranty claims, so this may not be an issue, they raised this point in response to me clarifying that physical damage is not covered by warranty.

We repair the cables to 2m, which they still want to maintain.

Additional Requirements

We discussed other equipment that Viamed can offer but identified no further products at this stage. I discussed the VM-2500, which I hoped would have potential, but their capnography requirements are covered by the Lifepaks.

Paul acknowledged that the VM-2500 would be advantageous in some situations, particularly where access was a problem. However, the Trust has already advised him that funding will not be available for equipment that is not strictly necessary, which would include the VM-2500. I have contacted the HART Teams previously regarding this without success; I left the information with Paul and have re-sent the information to the HART Manager directly following this meeting.

4000 Series Sensors

They are not interested in taking the 0014602 Nellcor sensors in place of 0018810 sensors for 2 main reasons. Firstly, he feels the optics are in the wrong place, he says they are too close to the hinge so the operators have difficulty in positioning them. Secondly, he feels the cable is not as good and suffers from kinking after being coiled.

Miscellaneous

The best way to contact Paul and Donna is on their mobile phones. I have verified the numbers in Goldmine.

List of Next Actions

- SH to review consignment stock end of February to see if we can make any reductions or whether the proposed increase to 0014495 Masimo RED DCI dc-12 is actually required. Added issue #33635 to SH.
- SN to draw up an agreement for the consignment stock. Added issue #33636 to SN.
- Lisa to chase up Donna after 1pm every Monday if an order has not been received, or Katie in Donna's absence. Added issue #33637 to LL, cc'd to CH.
- Jonathan / Cathy to send a replacement UPS returns bag with every batch of repairs going back to them, if they get too many or need more they will inform us. Added issue #33639 to JC, cc'd to CS.
- Derek to implement a system to easily view the number of repairs in Intrastats. Added issue #33644 to DL.
- SN to investigate quality issues with Masimo style connectors and see if we can source a better one. Added issue #33645 to SN.
- Derek to investigate repairs Q.A. procedure to determine whether the incorrectly keyed sensor could have gone through testing and at what stage the outer connector body is slid on to the connector. Added issue #33646.

Appendix 1 - Product usage figures 2011

Part Number	002105
Description	Viamed silicone finger oximeter
2011, Q1 usage	14
2011, Q2 usage	2
2011, Q3 usage	27
2011, Q4 usage	6
2011 Total	49 (Average 4 / month)
Current consigned stock level	6
Proposed consigned stock level	6
Action	No change

Part Number	0014495
Description	Masimo Red DCI-dc12, adult reusable SpO2 Sensor
2011, Q1 usage	0
2011, Q2 usage	0
2011, Q3 usage	0
2011, Q4 usage	0
2011 Total	0 First consignment stock delivered 20/12/11
Current consigned stock level	30
Proposed consigned stock level	YAS wants to up this to 60 based on estimated usage
Action	Monitor usage in January '12 and review in Feb

Part Number	0014497
Description	Masimo Red LNC-10 patient cable, 10ft
2011, Q1 usage	0
2011, Q2 usage	0
2011, Q3 usage	0
2011, Q4 usage	0
2011 Total	0 First consignment stock delivered 20/12/11
Current consigned stock level	20
Proposed consigned stock level	20
Action	No change but monitor usage in January '12 and review in Feb

Part Number	0014500
Description	Masimo LNOP DCI adult reusable SpO2 sensor
2011, Q1 usage	134
2011, Q2 usage	64
2011, Q3 usage	122
2011, Q4 usage	76
2011 Total	396 (Average 33 / month)
Current consigned stock level	60
Proposed consigned stock level	60
Action	No change

Part Number	0014520
Description	Masimo PC04 patient cable, 4ft
2011, Q1 usage	133
2011, Q2 usage	65
2011, Q3 usage	97
2011, Q4 usage	80
2011 Total	375 (Average 31 – 32 / month)
Current consigned stock level	59
Proposed consigned stock level	60
Action	No change other than issue 1 more to round up to 60

Part Number	0014762
Description	SpO2 silicone finger sensor, Nellcor 2m - Paediatric
2011, Q1 usage	16
2011, Q2 usage	0
2011, Q3 usage	0
2011, Q4 usage	23
2011 Total	39 (Average 3 / month)
Current consigned stock level	20
Proposed consigned stock level	10
Action	Propose reducing to 10 via normal usage

Part Number	0018810
Description	SpO2 finger sensor, Nellcor 2m – Adult
2011, Q1 usage	69
2011, Q2 usage	36
2011, Q3 usage	37
2011, Q4 usage	50
2011 Total	192 (Average 16 / month)
Current consigned stock level	40
Proposed consigned stock level	40 (Note: 50 units used Nov - Dec 11, so keep 40 in stock)
Action	No change

Retail value of all consigned stock as of end 2010: **£17,650**
 Turnover for account in 2010: **£53,718**
 Turnover from stock sales in 2010: **£53,507**

Retail value of all consigned stock as of end 2011: **£26,000**
 Turnover for account in 2011: **£127,259**
 Turnover from stock sales in 2011: **£100,175**

Account turnover increase from 2010 to 2011: **Up 137%**
 Increase in 2011 due to stock sales: **Up 86.5%**
 Income from Repairs in 2011: **£27k***

*Approximate figure: repair turnover does not yet show up on Intrastats, I have derived this from total turnover minus stock sales. The derived figure will also contain carriage.