

CH 04:30:00 PM For 1 Hours, SL Full



Customer Feedback Review Screen

Page Activated 2023 [Show All Generic Issues](#)
[Show All Viamed Issues](#)
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[Show All Issues](#)

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

Post Market Surveillance

Viamed

Vandagraph

VST

Human Med

Viamed Properties

The Pointless Logo Company

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
343734 14 Oct 2024	Sales forecasts (57)	☐	☐	☐

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 Oct 2024 Derek Lamb

Parts with Continuous Sales That Recently Dropped or Stopped, No More Than 1 Month of No Sales: These parts had consistent sales but have now seen a significant drop or stopped completely, without having 2 or more months with no sales in the past: 0110057 - Oxygen sensor T-7: Average: £462 Last month: £71 (85% drop) 0110058 - Oxygen sensor T-7V: Average: £160 Last month: £32 (80% drop) 0110435 - Oxygen sensor MAX-250TM: Average: £1,232 Last month: £0 (100% drop) 1410000 - Foetal Heart Simulator model V1000: Average: £3,858 Last month: £659 (83% drop)

14 Oct 2024 Derek Lamb

Done

VANDAGRAPH Customer Feedback Positive

Viamed

Vandagraph

VST

Human Med

Viamed Properties

The Pointless Logo Company

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
342626 02 Oct 2024	Feedback - Steve Collard - website order	☐	☐	☐

Ryan Swaine

Added by Ryan Swaine sent to Ryan Swaine

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

VANWEB2339 Michael Many thanks... excellent service as always! My Divesoft O2/He analyser will be very grateful Cheers Steve

VIAMED Feedback

Viamed

Vandagraph

VST

Human Med

Viamed Properties

The Pointless Logo Company

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
342607 02 Oct 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☐	☐	☐

Derek Lamb

System Generated EyeMax Flowsensors

04 Oct 2024 Catrin Hird

Next Action Changed From Catrin Hird To Derek Lamb Unsure how to proceed with this. If asked all customers and it doesn't tag ones which have responded. I don't want people to get annoyed us constantly asking every couple of months. Any suggestions?

10 Oct 2024 Derek Lamb

what page is it in intrastats ill take a look at the tagging to tag responses

14 Oct 2024 Catrin Hird

To view the customers who have purchased I go to the stock search 1114005 1114006 1114007 4310007 4310008 4310009 Clicking the unique customers button. To add a response I do this via the CRM.

Post Market Surveillance

Viamed

Vandagraph

VST

Human Med

Viamed Properties

The Pointless Logo Company

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
342568 01 Oct 2024	Feedback from Royal Preston re servicing	☐	☐	☐

Derek Lamb

Added by Steve Hardaker sent to Derek Lamb

Received the following feedback from Royal Preston re servicing, we have just completed the service of 13 Tom Thumbs and blenders for them: "You guys are doing great. The issue for me is this place, with access to the units. Plus next year when we send equipment to you, some will be within a years service and some over, as I cannot guarantee sending back in an order as its what I can get. The only way round this is you have an engineer that can come in, we do it in house, or the department has to carry on with this system."

Post Market Surveillance

Viamed Vandagraph VST Human Med Viamed Properties The Pointless Logo Company

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
342138 26 Sep 2024	Feedback on the R-45V oxygen sensor	☐	☐	☐

Steve Hardaker
Added by Steve Hardaker sent to Steve Hardaker
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Asked Princess Alexandra Hospital for feedback on the R-45V oxygen sensor when used in Philips Trilogy vents now that these have had a year in service. Anthony Parsons from EBME responded with: "I have found no difference in quality or performance with the R-45V since the change from the MAX 16. No problems in calibrating and none have failed prematurely so far."

Post Market Surveillance

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
340944 16 Sep 2024	Sales forecasts (57)	☒ Derek Lamb 23 Sep 2024	☐	☐

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

18 Sep 2024 Derek Lamb
reviewed looking towardsAI donig thisa bit for me

VIAMED Feedback

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
339775 02 Sep 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 04 Sep 2024	☐	☐

Catrin Hird
System Generated EyeMax Flowsensors

03 Sep 2024 Catrin Hird
Done

VIAMED Customer Feedback Positive

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
338790 21 Aug 2024	eBay Feedback MD300-C29 Finger Oximeter 2810050	☒ Derek Lamb 04 Sep 2024	☐	☐

Catrin Hird
Added by Catrin Hird sent to Catrin Hird
This is a 1st class product, received very fast & at a reasonable cost! Companies like this are the backbone of ebay. Very Pleased indeed!!! UK SELLER
ChoiceMMed Beijing Choice MD300-C29 OLED Finger Pulse Oximeter (#154109708235)

21 Aug 2024 Catrin Hird
Read

VIAMED Customer Feedback Positive

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
338787 21 Aug 2024	eBay Feedback MD300-C5 Frog 2810007	☒ Derek Lamb 04 Sep 2024	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Really good quality. Accurate readings. Not fiddly, flimsy, inaccurate or wrong readings like the cheap ones. I have enjoyed using it on the little fingers since I purchased it. I'm still waiting to see how it works on a baby. The youngest I've tried it on is a 1 year and 3 month old, and it was good. UK SELLER ChoiceMmed Beijing Choice Paediatric Finger Pulse Oximeter MD300-C5 (#154512891899)

Product Innovation

Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
338730 20 Aug 2024	Feedback re rainout	☒ Derek Lamb 04 Sep 2024	☐	☐

Steve Nixon Added by Steve Hardaker sent to Steve Nixon INFORMATION ONLY ISSUE DO NOT ADD NOTES! Had an enquiry from Eastbourne for Hamilton oxygen sensors, so took the opportunity to ask about rainout in flowsensors. They didn't complete the full survey but said they are currently are only seeing rain out on their 3 Hamilton C1 neonatal ventilators with the rest of the adult fleet unaffected, they have had C1 and T1 vents for over 10 years.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
338095 14 Aug 2024	Sales forecasts (58)	☒ Derek Lamb 04 Sep 2024	☐	☐
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 21 Aug 2024 Ryan Swaine Done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
338094 14 Aug 2024	Sales forecasts (57)	☒ Derek Lamb 04 Sep 2024	☐	☐
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 Aug 2024 Derek Lamb think this page should e first to be reviewed by AI,				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
338093 14 Aug 2024	Sales forecasts (56)	☒ Derek Lamb 23 Sep 2024	☐	☐
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 10 Sep 2024 Steve Nixon Reviewed today.				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
337000 02 Aug 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 04 Sep 2024	☐	☐
Catrin Hird System Generated EyeMax Flowsensors 19 Aug 2024 Catrin Hird Done				
VIAMED Customer Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
336248 25 Jul 2024	Dartin - Slovakia - O2 Sensors	☒ Derek Lamb 04 Sep 2024	☐	☐
Ryan Swaine Added by Ryan Swaine sent to Ryan Swaine INFORMATION ONLY ISSUE DO NOT ADD NOTES! When asked for feedback on their recent purchases of O2 sensors Julius Pittner (managing director) replied with the following: Hi Ryan, I apologize that we have not responded. We're having it a little busier than usual at the moment. Honestly, Viamed is currently one of the few companies we have no problem with. Everything works as it should and we are satisfied. O2 sensors for Servo vents sounds interestingly. Are O2 sensors also available for Servo-n? As far as I know, the local Maquet/Getinge distributor declares that the Servo-n has a non-consumable (ultrasound) O2 sensor. Thanks a lot. Best Regards, Julius				

VIAMED Product Feedback Positive				
Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
336244 25 Jul 2024	R-22VA Feedback	☒ Derek Lamb 04 Sep 2024	☐	☐
Ryan Swaine Added by Ryan Swaine sent to Ryan Swaine INFORMATION ONLY ISSUE DO NOT ADD NOTES! Boris at Safire Feedback regarding the R-22VA Sensors: Dear Ryan, yes, everything is fine, they work just perfect.				
VIAMED Customer Feedback Positive				
Viamed Vandagraph VST Human Med Viamed Properties The Pointless Logo Company				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
335640 18 Jul 2024	Positive feedback from NUH re aftersales care and technical support	☒ Derek Lamb 23 Jul 2024	☐	☐
General Added by Steve Hardaker sent to General INFORMATION ONLY ISSUE DO NOT ADD NOTES! Trent Cardiac Centre at Nottingham University Hospitals were experiencing accuracy and stability problems with MaxO2 ME. After working with them to resolve it, Stefanos Choptiris emailed to say: "Hi Steve, I truly appreciate your help and aftersales care provided to us. Our understanding of the significant impact of temperature on the sensors plus their life expectancy has helped. I will also ensure we have a maximum of two years of usage for each sensor procedures"				
Post Market Surveillance				
Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
335181 15 Jul 2024	Sales forecasts (58)	☒ Derek Lamb 23 Jul 2024	☐	☐
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				
16 Jul 2024 Ryan Swaine Done				
Post Market Surveillance				
Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
335180 15 Jul 2024	Sales forecasts (57)	☒ Derek Lamb 23 Jul 2024	☐	☐
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				
16 Jul 2024 Derek Lamb Done				
16 Jul 2024 Derek Lamb Done				
Post Market Surveillance				
Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
335179 15 Jul 2024	Sales forecasts (56)	☒ Derek Lamb 23 Sep 2024	☐	☐
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				
10 Sep 2024 Steve Nixon Reviewed today.				
VIAMED Customer Feedback Positive				
Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
334203 03 Jul 2024	positive comment from Hunter and Co	☒ Derek Lamb 23 Jul 2024	☐	☐

Derek Lamb Added by Kate Griffiths sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Regarding replacement R-22A - "I'm more than happy with the outcome, you guys always provide great service".				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
333978 02 Jul 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 23 Jul 2024	☐	☐
Catrin Hird System Generated EyeMax Flowsensors				
09 Jul 2024 Catrin Hird Only sending to new customers of that product as multiples are being received across different part numbers. Done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
333764 28 Jun 2024 333541	Unusual failure of R-43V sensor	☒ Derek Lamb 23 Jul 2024	☐	☐
Catherine Spence Added by Steve Hardaker sent to Catherine Spence Cathy, please see linked issue to SN 333541. When you return this to Envitec, he might want you to put something specific on the paperwork to ask them to investigate and report back why this happened.				
04 Jul 2024 Catherine Spence sent back to supplier				
01 Oct 2024 Steve Hardaker Steve N will needs to discuss with them but I wondered did you get any info back from Envitec on this? We have had another report of an R-43V falling apart straight out of the box, SNo V110481. I have issued SRS68911 and asked the customer to return them as a pair. SN asked if you can send them both back together so they can see if the second one also comes apart very easily.				
11 Oct 2024 Catherine Spence Passed back to supplier under RMA 300279792 for the lasted returned sensors				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
333541 26 Jun 2024	Unusual failure of R-43V sensor	☒ Derek Lamb 23 Jul 2024	☐	☐
Steve Nixon Added by Steve Hardaker sent to Steve Nixon Alder Hey hospital returned a pair of newly purchased R-43V sensors on SRS68824. The contact ring PCB fell out upon removal from the packet. Phil has replaced under warranty but I took a look at it before it gets sent back to Envitec and it looks like the PCB is held in by a black adhesive gum but there appears to have been no or minimal contact. I compared this to a dead sensor from the recycling bins, and have attached images of both for reference. The sensor will be sent back, but you may want to ask them about this specifically to ensure that there isn't a quality issue to address.				
28 Jun 2024 Steve Hardaker Created Related Issue #333764 Added by Steve Hardaker sent to Catherine Spence Cathy, please see linked issue to SN 333541. When you return this to Envitec, he might want you to put something specific on the paperwork to ask them to investigate and report back why this happened.				
30 Jul 2024 Steve Nixon RMA 300276868 E1002780 OOM112 Oxygen Sensor. Pack of 2 sensors Serial numbers: V110449/V110491				
19 Sep 2024 Steve Hardaker Did we get an answer to this?				
30 Sep 2024 Steve Hardaker Same hospital has reported another failure, see attached image R-43V sn V110841. SRS68911.				
30 Sep 2024 Steve Nixon Looks like serial number is V110481				
30 Sep 2024 Steve Nixon Envitec have been informed for comment. Return sensor as part of the matched pair.				
30 Sep 2024 Steve Hardaker Correction: the faulty sensor is s/n V110481. Have asked her to return both sensors in that pair. Please advise Envitec's findings when you can, thanks.				
03 Oct 2024 Steve Hardaker Received on SRS68911. Robert advises the second one in the pair is also falling apart.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
332417 14 Jun 2024	Sales forecasts (58)	☒ Derek Lamb 23 Jul 2024	☐	☐

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				
16 Jul 2024 Ryan Swaine Done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
332416 14 Jun 2024	Sales forecasts (57)	☒ Derek Lamb 24 Jun 2024	☐	☐
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 Jun 2024 Derek Lamb Done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
332415 14 Jun 2024	Sales forecasts (56)	☒ Derek Lamb 23 Sep 2024	☐	☐
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				
10 Sep 2024 Steve Nixon Reviewed today.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
331569 05 Jun 2024	BIS Sensors MK-01 Compatible	☒ Derek Lamb 23 Jul 2024	☐	☐
Catrin Hird Added by Catrin Hird sent to Catrin Hird INFORMATION ONLY ISSUE DO NOT ADD NOTES! Alistair Smith Southport & Formby District General Hospital Hello Catrin Just to let you know we can get a different sensor through supply chain which is coming in at £300 a box of 25, which we are probably going to trial can you match this price. I am sure if price is same they won't go ahead with trial. Everything is about money nowadays Alastair				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
331190 03 Jun 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 24 Jun 2024	☐	☐
Catrin Hird System Generated EyeMax Flowsensors				
03 Jun 2024 Catrin Hird Done				
VIAMED Customer Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
330051 20 May 2024	Positive feedback from James Cook University Hospital	☒ Derek Lamb 24 Jun 2024	☐	☐
General Added by Steve Hardaker sent to General INFORMATION ONLY ISSUE DO NOT ADD NOTES! After providing Bryan Gauchi at James Cook University Hospital with an up-to-date spare parts price list for the discontinued Tom Thumb and details on stock availability, he emailed to say: "It's much appreciated Steve and makes our lives easier, very few company's provide that kind of service nowadays, I'm afraid, so thanks again."				
Post Market Surveillance				

Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
329399 14 May 2024	Sales forecasts (58)	☒ Derek Lamb 24 Jun 2024	☐	☐
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				
20 May 2024 Ryan Swaine Done				
20 May 2024 Ryan Swaine				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
329398 14 May 2024	Sales forecasts (57)	☒ Derek Lamb 24 Jun 2024	☐	☐
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				
20 May 2024 Derek Lamb done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
329397 14 May 2024	Sales forecasts (56)	☒ Derek Lamb 24 Jun 2024	☐	☐
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				
20 May 2024 Steve Nixon Reviewed.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
328941 08 May 2024	BIS and Entropy sensor pricing feedback	☒ Derek Lamb 24 Jun 2024	☐	☐
Steve Nixon Added by Steve Hardaker sent to Steve Nixon INFORMATION ONLY ISSUE DO NOT ADD NOTES! Nuffield Orthopaedic Centre showed interest in EEG sensors but advised that both the BIS end Entropy sensors are cheaper from their current supplier. I asked where we needed to be price-wise but she would not elaborate on either the price or the supplier.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
328623 03 May 2024	File 66 V1000 Foetal Heart Simulator Risk File Updated	☒ Derek Lamb 24 Jun 2024	☐	☐
Derek Lamb Risk file has changed, VM3COP27.12 Needs reviewing for 66 V1000 Foetal Heart Simulator as the Risk assesment has changed				
03 May 2024 Derek Lamb done				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
328127 02 May 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 24 Jun 2024	☐	☐
Catrin Hird System Generated EyeMax Flowsensors				

03 May 2024 Catrin Hird To be completed Tuesday 7th May				
07 May 2024 Catrin Hird Done				
Audit Post Marketing Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
327856 30 Apr 2024	Audit 22 Post Market Surveillance Viamed (14)	☒ Derek Lamb 23 Jul 2024	☐	☐
Derek Lamb System Generated Audit 22 BSI Audits Calendar BSI Audit Post Marketing Surveillance BEFORE starting the Audit you need to update the Processes attached to the Audit. Find the doc in the Document Index Admin Document - Copy and Paste List Processes Per Title replacing them in the current audit. Review Last years Audit see if its still suitable Carry out the Audit, reviewing and commenting on the ISO route map first. If there are any non Conformances from the Audit, create a follow up / related Issue including all of the following - With a time for Completion Immediate Action Plan Corrective Action Plan Corrective Action Confirmation of Resolution If its a major / critical non conformance complete form QC 18				
09 May 2024 Helen Lamb Created Related Issue #329104 Added by Helen Lamb sent to Derek Lamb Overdue Rolling task issues tasks 267 issue 327860, tasks 268 issue 327234, task 1096 issue 31115 all have more than one issue overdue / outstanding. task 672 issue 324008 outstanding task 676 issue 325360 outstanding both have one outstanding over due issues.				
09 May 2024 Helen Lamb Next Action Changed From Helen Lamb To Derek Lamb completed issue attached issues outstanding 327860, 327234, 31115 all referenced in issue s329104. and on the VST audit , these are from the rolling tasks please review				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
326411 15 Apr 2024	Sales forecasts (58)	☒ Derek Lamb 24 Jun 2024	☐	☐
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				
20 May 2024 Ryan Swaine Done Chased some VM-2160 sales				
20 May 2024 Ryan Swaine				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
326410 15 Apr 2024	Sales forecasts (57)	☒ Derek Lamb 24 Jun 2024	☐	☐
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 Apr 2024 Derek Lamb reviewed				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
326409 15 Apr 2024	Sales forecasts (56)	☒ Derek Lamb 24 Jun 2024	☐	☐
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				
20 May 2024 Steve Nixon Reviewed.				
Post Market Surveillance Viamed				

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
326091 09 Apr 2024	Customer feedback on BIS sensors	☒ Derek Lamb 22 Apr 2024	☐	☐
Steve Hardaker Added by Steve Hardaker sent to Steve Hardaker Feedback from Kings Mill Hospital after purchasing a a box to trial: Asked if they have any more feedback on them, they have received a few more feedback forms, here is a summary of comments: - Similar quality to previous product. - Ribbon bit between sensors and connector can be sharp & cause skin cuts – usually have to make a tape mesentery to protect skin – same as previous version. - It works. - Slightly easier to stick on to forehead. - Easy to apply, patient comfortable, adheres well. - Strip tends to twist, possibility of skin damage. - EEG sensing quick, did not require any fiddling with the leads after application. - No marking left on forehead post op. - Reliable EEG trace, less twisting, less pressure area on forehead.				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
325099 02 Apr 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 22 Apr 2024	☐	☐
Catrin Hird System Generated EyeMax Flowsensors				
02 Apr 2024 Catrin Hird Done				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
324379 21 Mar 2024	4310003 PMS Review Data 2024-03-21 - March 2024	☒ Derek Lamb 26 Mar 2024	☐	☐
Steve Nixon Added by Steve Nixon sent to Steve Nixon PMS report supplied to Bluepoint				
21 Mar 2024 Steve Nixon				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
324376 21 Mar 2024	4310064 PMS Review Data 2024-03-21 - March 2024	☒ Derek Lamb 26 Mar 2024	☐	☐
Steve Nixon Added by Steve Nixon sent to Steve Nixon PMS report supplied to Bluepoint.				
21 Mar 2024 Steve Nixon				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
324375 21 Mar 2024	PMS Report - 4310001 PMS Review Data 2024-03-21 - March 2024	☒ Derek Lamb 26 Mar 2024	☐	☐
Steve Nixon Added by Steve Nixon sent to Steve Nixon PMS report supplied to Bluepoint.				
21 Mar 2024 Steve Nixon				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
324374 21 Mar 2024	PMS Report - 4310002 PMS Review Data 2024-03-21 - March 2024	☒ Derek Lamb 26 Mar 2024	☐	☐
Steve Nixon Added by Steve Nixon sent to Steve Nixon Supplied to Bluepoint as part of PMS.				
21 Mar 2024 Steve Nixon				
Post Market Surveillance Viamed				

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
323571 14 Mar 2024	Sales forecasts (58)	☒ Derek Lamb 24 Jun 2024	☐	☐
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				
20 May 2024 Ryan Swaine Done				
20 May 2024 Ryan Swaine				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
323570 14 Mar 2024	Sales forecasts (57)	☒ Derek Lamb 26 Mar 2024	☐	☐
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 Mar 2024 Derek Lamb reviewed				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
323569 14 Mar 2024	Sales forecasts (56)	☒ Derek Lamb 24 Jun 2024	☐	☐
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				
20 May 2024 Steve Nixon Reviewed.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
322817 06 Mar 2024 321899	Alternatives to Max-250TM for Covidien Medtronic Puritan-Bennett 980	☒ Derek Lamb 23 Sep 2024	☐	☐
Steve Hardaker Added by Steve Hardaker sent to Steve Hardaker We lost out on a sale of 23 Max-250TM as the customer got the OEM sensor cheaper. Our x-ref shows the Max-250TM to be compatible to the NPB 980 and 840, however, we don't show the Max-16 and R-45V as also being compatible with the 980. These only come up when search 840, despite both vents taking the same sensor. Have asked Robert Ash at Royal Surrey if he can confirm that their 980 vents can take a sensor with an internal connector like the Max-16 or R-45V or if they must have the flying leads like the Max-250TM.				
08 Mar 2024 Steve Hardaker Followed up with him re R-45V sensor as an alternative to the Max-250TM, sent images and drawings.				
08 Mar 2024 Steve Hardaker On annual leave until 14/3/2024				
20 Mar 2024 Steve Hardaker Followed up, asked if he has reviewed info yet.				
22 Apr 2024 Steve Hardaker Followed up to see whether he has looked at the Covidien Medtronic NPB 980 to see whether a R-45V might fit. He doesnt work Mondays, so sent another email and offered to send a dead sensor to try for size.				
10 May 2024 Steve Hardaker Called him again but he was busy, call again on Tuesday.				
11 Oct 2024 Steve Hardaker Have sent him a dead R-45V to check for fitment and it is fine, we know the spec matches so am 999% sure that it it compatible. He asked for a free sample, I asked if he can purchase just the one to try. They have 22 vents that use them.				
15 Oct 2024 Steve Hardaker He has ordered one on CVM152792 to trial.				

VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
322372 04 Mar 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 26 Mar 2024	☐	☐
Catrin Hird System Generated EyeMax Flowsensors				
04 Mar 2024 Catrin Hird Done Next ones to be done are last contacted Oct.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
321899 27 Feb 2024	0110435 Max-250TM pricing feedback	☒ Derek Lamb 26 Mar 2024	☐	☐
Steve Nixon Added by Steve Hardaker sent to Steve Nixon INFORMATION ONLY ISSUE DO NOT ADD NOTES! I followed up a sales lead for 23x Max-250TM from Royal Surrey for use in Puritan Bennett 980 vents. They ended up getting Covidien 10097559 sensors from Medtronic. He wouldn't reveal the price but said it was lower than the Viamed 11-plus price for Max-250TM.				
06 Mar 2024 Steve Hardaker Created Related Issue #322817 Added by Steve Hardaker sent to Steve Hardaker We lost out on a sale of 23 Max-250TM as the customer got the OEM sensor cheaper. Our x-ref shows the Max-250TM to be compatible to the NPB 980 and 840, however, we don't show the Max-16 and R-45V as also being compatible with the 980. These only come up when search 840, despite both vents taking the same sensor. Have asked Robert Ash at Royal Surrey if he can confirm that their 980 vents can take a sensor with an internal connector like the Max-16 or R-45V or if they must have the flying leads like the Max-250TM.				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
321614 23 Feb 2024	Feedback re R-22Vi operating life	☒ Derek Lamb 26 Mar 2024	☐	☐
Steve Nixon Added by Steve Hardaker sent to Steve Nixon Whiston Hospital are experiencing a number of failures of R-22Vi sensors, typically lasting around 7 months in service. Of the 24 pairs they purchased in 2023, 5 pairs have come back under warranty so far. The overall failure rate under warranty for this sensor is still relatively low, the last 2 years show 6 pairs returned, with 5 of these being from Whiston. - 8 Months: 2. - 9 Months: 1. - 10 Months: 2. - 11 Months: 1. I investigated and found that they are using them in Draeger Isolette 8000 incubators that are either in use or in stand-by mode at 21% oxygen and 35 degrees C. I advised him that this can shorten their working life, but they cannot influence the end user's operating practice as the incubators need to be kept warm on standby for immediate use and warming up from cold poses a risk to patient care. This may need to be fed back to Envitec as post market surveillance but understand that we may already be working to the limit of these sensors in this application. The warranty is currently 12 months to the customer, 15 months from the supplier.				
26 Feb 2024 Steve Nixon Noted, still under 1%. We can review if there are more occurrences. May need to reduce warranty for matched pairs.				
27 Feb 2024 Steve Hardaker				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
320647 14 Feb 2024	Sales forecasts (58)	☒ Derek Lamb 22 Feb 2024	☐	☐
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				
16 Feb 2024 Ryan Swaine Done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
320646 14 Feb 2024	Sales forecasts (57)	☒ Derek Lamb 22 Feb 2024	☐	☐
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 Feb 2024 Derek Lamb

reviewed hte lost sales

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
320645 14 Feb 2024	Sales forecasts (56)	☒ Derek Lamb 22 Feb 2024	☐	☐

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 Feb 2024 Steve Nixon

Reviewed.

VIAMED Product Feedback Positive
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319619 02 Feb 2024	8010008 Meheust Verified Narked At 90 Buyer	☒ Derek Lamb 22 Feb 2024	☐	☐

Derek Lamb

Added by Steve Nixon sent to Derek Lamb

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

5 Jan 2021 tres bon site et produit site parfait et tres bon produit ...

VIAMED Feedback
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
319418 02 Feb 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 22 Feb 2024	☐	☐

Catrin Hird

System Generated EyeMax Flowsensors

19 Feb 2024 Catrin Hird

Not required at present.

Customer and product feedback
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
318724 25 Jan 2024	Objective Review Customer feedback over the last 12 month. Check none should have been a Complaint.	☒ Derek Lamb 30 Jan 2024	☐	☐

General

25 Jan 2024 Derek Lamb

no feedback found that should be teated as a complaint

VIAMED Customer Feedback Positive
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
317773 15 Jan 2024	Flowsensor A(PC) Reprocessing Survey: Aktimed Plus	☒ Derek Lamb 22 Jan 2024	☐	☐

Derek Lamb

Added by Catrin Hird sent to Derek Lamb

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

Flowsensor A(PC) Reprocessing Survey In order to maintain the audited technical files necessary to comply with current EU regulations and CE certifications, it is now mandatory that we obtain specific post market surveillance information from end users of products. As part of this we need actual cleaning intervals information concerning the Flowsensor A(PC). We would be grateful if you could please kindly assist by completing the below quick survey and returning back to us at Viamed. Email vankova@aktimed.ru Name: Natalia Department: Purchasing Hospital/Company: Aktimed Plus Today's Date: 10 / 01 / 2024 Please tick if answer is yes: Is it cleaned: per patient/daily/weekly NO RESPONSE Is it disinfected: per patient/daily/weekly NO RESPONSE Is it sterilized/autoclaved: per patient/daily/weekly NO RESPONSE Typical number of reprocessing cycles performed: 1 cycle Maximum number of reprocessing cycles performed: Reprocessed until calibration failed.

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
317667 15 Jan 2024	Sales forecasts (58)	☐	☐	☒ Derek Lamb 22 Jan 2024

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

19 Jan 2024 Ryan Swaine Done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
317666 15 Jan 2024	Sales forecasts (57)	☐	☐	☒ Derek Lamb 22 Jan 2024
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 Jan 2024 Derek Lamb reviewed				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
317665 15 Jan 2024	Sales forecasts (56)	☒ Derek Lamb 22 Feb 2024	☐	☐
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 Feb 2024 Steve Nixon Reviewed.				
VIAMED Product Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
317111 08 Jan 2024	EyeMax Feedback January 05, 2024 10:47:34 AM Torbay and South Devon NHS Trust. England.	☒ Derek Lamb 22 Jan 2024	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Collector: Web Link 1 (Web Link) Started: Friday, January 05, 2024 10:47:34 AM Last Modified: Friday, January 05, 2024 10:55:00 AM Time Spent: 00:07:25 IP Address: 86.131.130.168 Page 1 Q1 Which department do you use this item in? Special Care Baby Unit Q2 Which equipment do you use this product in conjunction with? Phototherapy lights Q3 How likely is it that you would recommend this product to a friend or colleague? 9 (Promoter) Q4 Overall, how satisfied or dissatisfied are you with our product? Very satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Reliable High quality Useful Good value for money Q6 How well does this product meet your needs? Very well Q7 How would you rate the quality of the product? High quality Q8 How would you rate the value for money of the product? Above average Q9 How likely are you to purchase any of these products again? Extremely likely Q10 Please include your Hospital/Company Name and Country to validate your answers, thank you. Torbay and South Devon NHS Trust. England. 1114005 1114006 1114007				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316927 05 Jan 2024	Max-125 premature failures	☒ Derek Lamb 22 Jan 2024	☐	☐
Steve Nixon Added by Steve Hardaker sent to Steve Nixon INFORMATION ONLY ISSUE DO NOT ADD NOTES! Just something to be aware of it case it's the start of something bigger. Southmead are reporting problems with some Max-125 sensors they bought for use on Philips Evo vents. Of the 12 they bought in June 23, 2 have failed under warranty: 1 out of the packet, the other after 6 months. See SRS68668. He asked about alternatives so offered 0110579 / OOM113.				
VIAMED Product Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316907 05 Jan 2024	Feedback EyeMax January 04, 2024 1:41:53 PM Mid and South Essex NHS Foundation Trust, Broomfield Hospital	☒ Derek Lamb 22 Jan 2024	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Collector: Web Link 1 (Web Link) Started: Thursday, January 04, 2024 1:41:53 PM Last Modified: Thursday, January 04, 2024 1:49:16 PM Time Spent: 00:07:23 IP Address: 185.251.10.109 Page 1 Q1 Which department do you use this item in? Neonatal unit Q2 Which equipment do you use this product in conjunction with? Draeger over head bili bed Q3 How likely is it that you would recommend this product to a friend or colleague? Extremely likely - 10 (Promoter) Q4 Overall, how satisfied or dissatisfied are you with our product? Very satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Reliable Q6 How well does this product meet your needs? Very well Q7 How would you rate the quality of the product? High quality Q8 How would you rate the value for money of the product? Above average Q9 How likely are you to purchase any of these products again? Very likely Q10 Please include your Hospital/Company Name and Country to validate your answers, thank you. Mid and South Essex NHS Foundation Trust, Broomfield Hospital 1114005 1114006 1114007				

VIAMED Product Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316906 05 Jan 2024	Feedback EyeMax January 04, 2024 1:02:20 PM Stoke Mandeville	☒ Derek Lamb 22 Jan 2024	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Collector: Web Link 1 (Web Link) Started: Thursday, January 04, 2024 1:02:20 PM Last Modified: Thursday, January 04, 2024 1:05:18 PM Time Spent: 00:02:57 IP Address: 212.250.200.123 Page 1 Q1 Which department do you use this item in? Maternity Q2 Which equipment do you use this product in conjunction with? Bilibed. Q3 How likely is it that you would recommend this product to a friend or colleague? 7 (Passive) Q4 Overall, how satisfied or dissatisfied are you with our product? Somewhat satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Useful Q6 How well does this product meet your needs? Somewhat well Q7 How would you rate the quality of the product? Neither high nor low quality Q8 How would you rate the value for money of the product? Average Q9 How likely are you to purchase any of these products again? Very likely Q10 Please include your Hospital/Company Name and Country to validate your answers, thank you. Stoke Mandeville Hospital, England.				
VIAMED Product Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316905 05 Jan 2024	Feedback EyeMax Tuesday, January 02, 2024 3:18:21 PM Royal London Hospital Whitechapel	☒ Derek Lamb 22 Jan 2024	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Collector: Web Link 1 (Web Link) Started: Tuesday, January 02, 2024 3:18:21 PM Last Modified: Tuesday, January 02, 2024 3:21:02 PM Time Spent: 00:02:40 IP Address: 185.49.74.145 Page 1 Q1 Which department do you use this item in? maternity postnatal Q2 Which equipment do you use this product in conjunction with? phototherapy light Q3 How likely is it that you would recommend this product to a friend or colleague? Extremely likely - 10 (Promoter) Q4 Overall, how satisfied or dissatisfied are you with our product? Very satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Reliable High quality Useful Unique Good value for money Q6 How well does this product meet your needs? Extremely well Q7 How would you rate the quality of the product? High quality Q8 How would you rate the value for money of the product? Average Q9 How likely are you to purchase any of these products again? Extremely likely Q10 Please include your Hospital/Company Name and Country to validate your answers, thank you. Royal London Hospital Whitechapel				
VIAMED Product Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316904 05 Jan 2024	Feedback EyeMax Thursday, January 04, 2024 10:40:33 AM	☒ Derek Lamb 22 Jan 2024	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Collector: Web Link 1 (Web Link) Started: Thursday, January 04, 2024 10:40:33 AM Last Modified: Thursday, January 04, 2024 10:42:53 AM Time Spent: 00:02:19 IP Address: 208.127.199.221 Page 1 Q1 Which department do you use this item in? Neonatal Unit Q2 Which equipment do you use this product in conjunction with? Over head phototherapy unit Q3 How likely is it that you would recommend this product to a friend or colleague? 9 (Promoter) Q4 Overall, how satisfied or dissatisfied are you with our product? Somewhat satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. High quality Q6 How well does this product meet your needs? Very well Q7 How would you rate the quality of the product? High quality Q8 How would you rate the value for money of the product? Average Q9 How likely are you to purchase any of these products again? Somewhat likely Q10 Please include your Hospital/Company Name and Country to validate your answers, thank you. Grimsby 1114005 1114006 1114007				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316690 03 Jan 2024	Feedback from Heron Bomfim CID5269	☒ Derek Lamb 22 Jan 2024	☐	☐
Derek Lamb Added by Helen Lamb sent to Derek Lamb Hi. Unfortunately, this company , UPS, made my year 2023 end more unhappy and 2024 start poorly, as I have never been treated so poorly. This logistics company is irresponsible and acts with total disregard for the consumer. At no point did they contact me and the customer service center responds with a disregard that is far beyond absurd. I would really like to get my money back and buy a cell in Brazil. Unfortunately, I will not repeat purchases with you if I have to receive the product via UPS. the simple courier service is infinitely superior to this sloppy company. I am trying to find out some more details but i have advised goods out to forward this feedback to UPS and I have asked if we have received a sensor back in or if UPS still have it. I am not sure if we can just send a sensor to them via Royal Mail				
04 Jan 2024 Derek Lamb Linked TaskID Changed From 0 To 1193				
15 Feb 2024 Derek Lamb did this get resolved				
16 Feb 2024 Helen Lamb it was delivered on the 8th Feb 24 So as far as we are concern yes its ok. Whether he would order again i do not know. we did let him know he could use his own shipper for future orders and we did offer to pick up his costs. So i feel we did all we could. His problem was with UPS very specifically and he was happy with us.				
19 Feb 2024 Derek Lamb thankyou				
19 Feb 2024 Helen Lamb				
VIAMED Feedback Viamed				

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316424 02 Jan 2024	Request Feedback from Unique Customer for 2 months prior (1227)	☐	☐	☒ Derek Lamb 22 Jan 2024
Catrin Hird System Generated EyeMax Flowsensors				
02 Jan 2024 Catrin Hird EyeMax done Flowsensors done				
VIAMED Product Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
316267 29 Dec 2023	Feedback EyeMax 28/12/23	☒ Derek Lamb 22 Jan 2024	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Collector: Web Link 1 (Web Link) Started: Wednesday, December 27, 2023 3:13:32 PM Last Modified: Wednesday, December 27, 2023 3:14:29 PM Time Spent: 00:00:57 IP Address: 208.127.198.229 Page 1 Q1 Which department do you use this item in? Neonatal Q2 Which equipment do you use this product in conjunction with? overhead phototherapy Q3 How likely is it that you would recommend this product to a friend or colleague? 9 (Promoter) Q4 Overall, how satisfied or dissatisfied are you with our product? Very satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Reliable Q6 How well does this product meet your needs? Very well Q7 How would you rate the quality of the product? High quality Q8 How would you rate the value for money of the product? Average Q9 How likely are you to purchase any of these products again? Very likely Q10 Do you have any other comments, questions, or concerns? Respondent skipped this question 1114005 1114006 1114007				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
315072 14 Dec 2023	Sales forecasts (58)	☐	☐	☒ Derek Lamb 22 Jan 2024
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 Jan 2024 Ryan Swaine Done				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
315071 14 Dec 2023	Sales forecasts (57)	☐	☐	☒ Derek Lamb 22 Jan 2024
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 Dec 2023 Derek Lamb not active				
Post Market Surveillance Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
315070 14 Dec 2023	Sales forecasts (56)	☒ Derek Lamb 22 Jan 2024	☐	☐
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				
28 Dec 2023 Steve Nixon To be discussed at the next sales meeting.				
VIAMED Product Feedback Positive Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
314773 11 Dec 2023	Product Feedback EyeMax	☒ Derek Lamb 22 Dec 2023	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Collector: Web Link 1 (Web Link) Started: Wednesday, December 06, 2023 7:10:04 AM Last Modified: Wednesday, December 06, 2023 7:11:31 AM Time Spent: 00:01:26 IP Address: 80.195.103.134 Q1 Which department do you use this item in? nnu Q2 Which equipment do you use this product in conjunction with? light therapy Q3 How likely is it that you would recommend this product to a friend or colleague? Extremely likely - 10 (Promoter) Q4 Overall, how satisfied or dissatisfied are you with our product? Very satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Reliable High quality Useful Good value for money Q6 How well does this product meet your needs? Extremely well Q7 How would you rate the quality of the product? Very high quality Q8 How would you rate the value for money of the product? Excellent Q9 How likely are you to purchase any of these products again? Extremely likely Q10 Do you have any other comments, questions, or concerns? Respondent skipped this question

VIAMED Customer Feedback Positive
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
314692 08 Dec 2023	Feedback on service training	☒ Derek Lamb 22 Dec 2023	☐	☐

Derek Lamb
Added by Steve Hardaker sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
The EBME Team Leader provided feedback on the resus cabinet service training that we did for Burnley/Blackburn: "Thanks for sorting this Steve, they really enjoyed the course."

VIAMED Product Feedback Positive
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
314602 08 Dec 2023	Feedback EyeMax	☒ Derek Lamb 22 Dec 2023	☐	☐

Derek Lamb
Added by Catrin Hird sent to Derek Lamb
INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!
Collector: Web Link 1 (Web Link) Started: Thursday, December 07, 2023 9:37:51 AM Last Modified: Thursday, December 07, 2023 9:39:02 AM Time Spent: 00:01:11 IP Address: 185.58.166.44 Page 1 Q1 Which department do you use this item in? scbu Q2 Which equipment do you use this product in conjunction with? eyemax2 Q3 How likely is it that you would recommend this product to a friend or colleague? 8 (Passive) Q4 Overall, how satisfied or dissatisfied are you with our product? Very satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Reliable Useful Q6 How well does this product meet your needs? Extremely well Q7 How would you rate the quality of the product? High quality Q8 How would you rate the value for money of the product? Average Q9 How likely are you to purchase any of these products again? Very likely Q10 Do you have any other comments, questions, or concerns? Respondent skipped this question

VIAMED Feedback
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
314037 04 Dec 2023	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 22 Dec 2023	☐	☐

Catrin Hird
System Generated EyeMax Flowsensors

05 Dec 2023 Catrin Hird
Eyemax Done Flowsensors Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
312312 14 Nov 2023	Sales forecasts (58)	☒ Derek Lamb 22 Jan 2024	☐	☐

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 Jan 2024 Ryan Swaine

10 Jan 2024 Ryan Swaine

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
312311 14 Nov 2023	Sales forecasts (57)	☒ Derek Lamb 22 Dec 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 Nov 2023 Derek Lamb

Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
312310 14 Nov 2023	Sales forecasts (56)	☒ Derek Lamb 22 Jan 2024	☐	☐

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

28 Dec 2023 Steve Nixon

To be discussed at the next sales meeting.

VIAMED Customer Feedback Positive
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
312118 10 Nov 2023	Maxtec EyeMax Customer Feedback	☒ Derek Lamb 22 Nov 2023	☐	☐

General

Added by Catrin Hird sent to General

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

Q1 Which department do you use this item in? Panda unit , A&E pedantic Q2 Which equipment do you use this product in conjunction with? Heat light Q3 How likely is it that you would recommend this product to a friend or colleague? Extremely likely - 10 (Promoter) Q4 Overall, how satisfied or dissatisfied are you with our product? Very satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Overpriced Q6 How well does this product meet your needs? Somewhat well Q7 How would you rate the quality of the product? Neither high nor low quality Q8 How would you rate the value for money of the product? Average Q9 How likely are you to purchase any of these products again? Somewhat likely Q10 Do you have any other comments, questions, or concerns? None 1114005 1114006 1114007

VIAMED Customer Feedback Positive
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
312108 10 Nov 2023	Maxtec EyeMax Customer Feedback	☒ Derek Lamb 22 Nov 2023	☐	☐

Derek Lamb

Added by Catrin Hird sent to Derek Lamb

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

Collector: Web Link 1 (Web Link) Started: Wednesday, November 08, 2023 2:05:22 PM Last Modified: Wednesday, November 08, 2023 2:07:07 PM Time Spent: 00:01:45 IP Address: 86.180.225.141 Q1 Which department do you use this item in? Maternity Q2 Which equipment do you use this product in conjunction with? Phototherapy lights and bilirubin mattresses Q3 How likely is it that you would recommend this product to a friend or colleague? Extremely likely - 10 (Promoter) Q4 Overall, how satisfied or dissatisfied are you with our product? Very satisfied Q5 Which of the following words would you use to describe this product? Select all that apply. Reliable High quality Useful Q6 How well does this product meet your needs? Extremely well Q7 How would you rate the quality of the product? Very high quality Q8 How would you rate the value for money of the product? Excellent Q9 How likely are you to purchase any of these products again? Extremely likely Q10 Do you have any other comments, questions, or concerns? No

VIAMED Feedback
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
311241 02 Nov 2023	Request Feedback from Unique Customer for 2 months prior (1227)	☒ Derek Lamb 22 Nov 2023	☐	☐

Catrin Hird

System Generated EyeMax Flowsensors

06 Nov 2023 Catrin Hird

Done

VIAMED Feedback
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
309974 19 Oct 2023	RVM143464-1 - Delayed Delivery	☒ Derek Lamb 22 Nov 2023	☐	☐

Helen Lamb

Added by Ryan Swaine sent to Ryan Swaine

Medisera were repeatedly told the lead time would be roughly 6-8 weeks from receipt of payment, but the goods were not dispatched for 11 weeks. Because this was a tender, a daily late charge has been applied from the end user which totals £291.90 They are asking for Viamed to cover this via a credit against future orders.

19 Oct 2023 Ryan Swaine

Response from SN, further to our conversation: As discussed and as a 'one-off' gesture of good-will you can offer to cover 50% of the costs as a credit on the account, £145.95. After the ISO audit we will enhance current processes and systems to clarify shipments dates and liability... In the meantime please advise them that for all future orders: Whilst every reasonable effort shall be made to keep to any estimated delivery date, time of delivery shall not be of the essence and the Viamed shall not be liable for any losses, costs, damages or expenses incurred by the Buyer or any other person or Company arising directly or indirectly out of any failure to meet any estimated delivery date.

19 Oct 2023 Ryan Swaine

I have emailed our message to the client and offer them the good will gesture. I will await their response before proceeding with the credit.

23 Oct 2023 Ryan Swaine

Client has accepted a credit of 50 percent.

23 Oct 2023 Ryan Swaine

Next Action Changed From Ryan Swaine To Helen Lamb Hi Helen, please can you arrange a credit of EUR 145.95 on Medisera CID23709

23 Oct 2023 Helen Lamb

Priority Changed From 5 To 1

23 Oct 2023 Helen Lamb**16 Nov 2023 Ryan Swaine**Hi Helen, I have the customer chasing for a credit note, would we have one or is the credit just applied to the account?**17 Nov 2023 Helen Lamb**

Credit note TVM146741-0 generated and sent ive cc you in

17 Nov 2023 Ryan Swaine

Thank you

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
309948 19 Oct 2023	New sensor boxes	☒ Derek Lamb 22 Dec 2023	☐	☐

Derek Lamb

Added by Steve Hardaker sent to Derek Lamb

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

Called an automotive distributor (Hitech GE) to ask if he is OK with brown sensor boxes, he said he would prefer white as he can just write the address on them and post them, whereas brown ones means he has to add white labels himself. If we do get new sensor boxes, we need to ensure that the label offers space to do this.

Customer and product feedback
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
309795 18 Oct 2023	Objective Review Customer feedback over the last 12 month. Check none should have been a Complaint. Review Product Feedback from customers	☒ Derek Lamb 22 Nov 2023	☐	☐

General

18 Oct 2023 Derek Lamb
reviewed none are complaintsPost Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
309394 16 Oct 2023	Sales forecasts (58)	☒ Derek Lamb 22 Nov 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

16 Oct 2023 Ryan Swaine

Done

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
309393 16 Oct 2023	Sales forecasts (57)	☒ Derek Lamb 22 Nov 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 Oct 2023 Derek Lamb

not doing this month

Post Market Surveillance
Viamed

Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
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309392 16 Oct 2023	Sales forecasts (56)	☒ Derek Lamb 22 Nov 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				
24 Oct 2023 Steve Nixon Reviewed				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
309388 15 Oct 2023	EyeMax Feedback	☒ Derek Lamb 22 Nov 2023	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! SurveyMonkey Analyze - Customer Satisfaction Survey - Maxtec EyeMax Phototherapy Eye Masks.pdf 1114005 1114006 1114007				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
309333 13 Oct 2023	EyeMax Feedback	☒ Derek Lamb 22 Nov 2023	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! Feedback received from proactive requests for feedback for the Phototherapy Eyemasks. 1114005 1114006 1114007				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
308916 10 Oct 2023 308915	09/10/23 EyeMax Feedback Received	☒ Derek Lamb 22 Nov 2023	☐	☐
Catrin Hird Added by Catrin Hird sent to Catrin Hird INFORMATION ONLY ISSUE DO NOT ADD NOTES! 1114005 1114006 1114007 See related issue.				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
308915 10 Oct 2023	09/10/23 EyeMax Feedback Received	☒ Derek Lamb 22 Nov 2023	☐	☐
Derek Lamb Added by Catrin Hird sent to Derek Lamb INFORMATION ONLY ISSUE DO NOT ADD NOTES! https://www.surveymonkey.com/stories/SM-kps6JtfLM8k0whfLIUheVg_3D_3D/ PDF also attached.				
10 Oct 2023 Catrin Hird Created Related Issue #308916 Added by Catrin Hird sent to Catrin Hird INFORMATION ONLY ISSUE DO NOT ADD NOTES! 1114005 1114006 1114007 See related issue.				
VIAMED Feedback Viamed				
Issue / Primary ID	Subject/Notes	Feedback Reviewed	Escalated to Complaint	Non Feedback Internal Action
308886 10 Oct 2023	Request Feedback from Unique Customer for the last month (1227)	☒ Derek Lamb 22 Nov 2023	☐	☐
Catrin Hird System Generated EyeMax Flowsensors				
10 Oct 2023 Catrin Hird Done				
VIAMED Feedback Viamed				