



Ryan Swaine <viamed.ryan.swaine@gmail.com>

Customer Complaint QE-000560

1 message

Morgan Nilsson <morgan.nilsson@sedanamedical.com>
To: Ryan Swaine <ryan.swaine@viamed.co.uk>

5 May 2025 at 11:54

Hi Ryan,

We got a complaint from Maidstone hospital /ITU. beula.clarkson@nhs.net, registered as QE-000560

“Gas sample line is the new viamed line and it is a disaster waiting to happen. It looks like a feed line whereas the old line was a shiny plastic one which could not be confused with other lines. Immediate action taken as a result of this event: Report to Sedana Medical”

I have requested a Feed line from them or a reference to which line it is. When we have got that we will do a Risk assessment and see what we must do(if anything). It is the first complaint we have got on this line.

Let me know if you want us to do anything else. I will keep you updated with what happens.

Best Regards

Morgan Nilsson | **QA Manager**

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