

Customer Complaint

1

Helen Lamb 16 Outstanding Issues | **Unread Issues** | Imported 24 Jun | Out of Office: Steve Nixon, Future

Reading New Issue #50767 - Click as Read or Update Issue to Move on

Slow Order Processing : Issue Visible to: **Steve Hardaker** **Mark As Read** **Low** **Medium** **High** **Priority**
AND Helen Lamb

Non Conformance Issues Non Conformance Issues Non

Conformance Issues

50767 - Created: 24/06/14 By Steve Hardaker

Set to User: **Helen Lamb**

Do not Mix Priority Buttons with New Notes in Green section

Added by Steve Hardaker sent to Helen Lamb

Today (Tue 24/6), Whipps Cross Hospital chased up an order for an oxygen sensor, customer order number

PO40143817, ORD68896.

order put SL on 19-6-14 9.30am
in checked 10.34am

Ap. Invoices Borkhead. Nhs.uk

We received it by email at 09:56 on Thur 19/6 so it should have gone out the same day as it was well before cut-off time, or definitely the next day. However, the order was not dispatched until Monday 23/6.

I have just spoken to the buyer and found that this sensor was destined for a neonatal transport incubator for SCBU.

SCBU have been chasing it up again this morning as the transport incubator has been out of action awaiting this sensor.

I apologised for Viameds performance and said that I would have our procedures reviewed to ensure that this does not happen again. This could have had potentially serious consequences.

CG picked - 20-6-14

New Notes

Subject Slow order processing

Create

Link to

Issue #

Attach

Add File To Issue 50767

Complete ☐ (Return Issue to Steve Hardaker)

Urgent ☐

Only change Next action if moving the Issue to a new user and not replying to Steve Hardaker

Next

Helen Lamb

Changing this Field means Helen Lamb may not see updates to Issue

Action

Priority

5

Confirm I have updated the Issue

If you are expecting the next action of this issue to be performed

by someone else change the NEXT ACTION pull down.

Leaving Next Action set to Helen Lamb

will only add notes to the Issue and **not** flag up

that Steve Hardaker must further the Issue

19 parcels 19th

28 parcels 20th

Combined Issues Notes (Comment order might be out of context - Read Original Issue to be sure)

Issue Date User

50767 24/06/14 Steve Hardaker

Action / Notes

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out of action awaiting this sensor. I apologised for Viameds

performance and said that I would have our procedures reviewed to ensure that this does not happen again. This could have had

concerned about

By order coming +

clawing first look

check if urgent

inform appropriate