



Steve Hardaker <viamed.steve.hardaker@gmail.com>

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## Re: Apologies! Further Info .RE: 0330120 ceramic element

1 message

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**Steve Hardaker** <steve.hardaker@viamed.co.uk>

1 November 2016 at 12:29

To: "Armour John (Medical Physics & Clinical Engineering)" <John.Armour@nuh.nhs.uk>

Hi John,

That's absolutely fine, at least it shows that there is no underlying problem.

As a positive consequence, it has been a good exercise for us as it has allowed us to review our packing procedures and to ensure that all our Goods Out staff have been updated as to the fragile nature of these items. No harm done (except to the warmer of course!)

Regards,

Steve

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[sent via Gmail]

On 1 November 2016 at 11:57, Armour John (Medical Physics & Clinical Engineering) <[John.Armour@nuh.nhs.uk](mailto:John.Armour@nuh.nhs.uk)> wrote:

Hi, Steve, Sorry!

Apologies are due! I just this moment learned some additional information

An out of control patient had attacked the heater, knocking it to the floor. This I have only just now found out.

Hopefully this is not a trend!

*Thank you,*

*best regards*