



Derek Lamb 89 Issues **37 Unread** 11 ISO Tasks 17.90 °C


















# Agenda ID: 292

## VIAMED Feedback - VIAMED Customer Feedback Positive

### Issues in VIAMED Feedback - VIAMED Customer Feedback Positive

<a href="#">All</a>	Expand	Issue	Created By	Created On	Currently With	Subject	
 Complete		<a href="#">377363</a>	Kate Griffiths	07/10/25	Derek Lamb	2810049 - feedback via ebay	
<p>Added by Kate Griffiths sent to Derek Lamb  <b>INFORMATION ONLY ISSUE DO NOT ADD NOTES!</b>            From eBay re CVM159348/2810049: Checked against NHS equipment and found to be accurate unlike other more expensive items on e bay that I have returned as being dangerous. This is the oximeter used in hospitals by NHS and at this price is an utter bargain. Only quibble the batteries supplied were leaking and no good A defect easy to excuse given the protective silicone case and belt holder supplied. Excellent!</p> <p>Cathy is going to check that the batteries we have in stock are not leaking</p> <p><b>09 Oct 2025 Derek Lamb</b></p> <p>thankyou , logged</p> <p><b>09 Oct 2025 Kate Griffiths</b></p> <p>Done</p>							
 Complete		<a href="#">377072</a>	Sophie Lines	03/10/25	Derek Lamb	Positive Feedback from Beyond Borders CID34730	
<p>Added by Sophie Lines sent to Helen Lamb  <b>INFORMATION ONLY ISSUE DO NOT ADD NOTES!</b>            Good morning Kate,            Thank you so much for the time and effort you put into looking into this for me. I truly appreciate that . It's unfortunate that the items I was looking for have been discontinued , but I'm grateful to you for clarifying this for me.            The items you shared are noted ,and since they are different from what I wanted but , I will certainly keep them in mind. Should I need them in the future, I will definitely reach out to you.            Once again, thank you for your kind assistance and the thoughtful way you handled my request. It's a pleasure working with someone as helpful and considerate as you.            Kind regards            Aarianpur</p>							

**03 Oct 2025 Helen Lamb**

Done

**06 Oct 2025 Derek Lamb**

noted

**07 Oct 2025 Sophie Lines**

Done

		<a href="#">375667</a>	Catrin Hird	18/09/25	Catrin Hird	Leidos MOD David Ford Positive Feedback	
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Added by Catrin Hird sent to Catrin Hird  
 INFORMATION ONLY ISSUE **DO NOT** ADD NOTES!  
 "Thank you for the response, and I am pleased to say you have been by far the quickest response this year!"

**18 Sep 2025 Catrin Hird**

Done

		<a href="#">361791</a>	Helen Lamb	16/04/25	Derek Lamb	Positive Feedback from Mediq in the Netherlands to Cathy Green in Goods out	
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Added by Helen Lamb sent to Derek Lamb  
 From: Schooneveld, Michael  
 Date: Wed, 16 Apr 2025 at 08:55  
 Subject: Re: UPS UK[E-NBK888] Tracking No: 1Z9W96386840838863 Exception Notification  
 To: Cathy Green

Dear Cathy,

Thank you for this great service and help. We would like to use the option to pay the costs to you in advance. So that we do not have the same problem as now.

Would you like to send the invoice to me directly, so that I can have it paid with priority.

Met vriendelijke groet, Best regards,





Michael Schooneveld, Technische Service Zorginstellingen

**17 Apr 2025 Derek Lamb**

		<a href="#">338790</a>	Catrin Hird	21/08/24	Catrin Hird	eBay Feedback MD300-C29 Finger Oximeter 2810050	
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		<a href="#">338787</a>	Catrin Hird	21/08/24	Derek Lamb	eBay Feedback MD300-C5 Frog 2810007	
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		<a href="#">336248</a>	Ryan Swaine	25/07/24	Ryan Swaine	Dartin - Slovakia - O2 Sensors	
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Complete		<a href="#">335640</a>	Steve Hardaker	18/07/24	General	Positive feedback from NUH re aftersales care and technical support	
Complete		<a href="#">334203</a>	Kate Griffiths	03/07/24	Derek Lamb	positive comment from Hunter and Co	
Complete		<a href="#">330051</a>	Steve Hardaker	20/05/24	General	Positive feedback from James Cook University Hospital	
Complete		<a href="#">329792</a>	Steve Hardaker	16/05/24	General	Positive feedback from Gemco	
Complete		<a href="#">317773</a>	Catrin Hird	15/01/24	Derek Lamb	Flowsensor A(PC) Reprocessing Survey: Aktimed Plus	
Complete		<a href="#">314692</a>	Steve Hardaker	08/12/23	Derek Lamb	Feedback on service training	
Complete		<a href="#">312108</a>	Catrin Hird	10/11/23	Derek Lamb	Maxtec EyeMax Customer Feedback	
Complete		<a href="#">305705</a>	Steve Nixon	04/09/23	Ryan Swaine	Feedback from Inspira	
Complete		<a href="#">244572</a>	Steve Nixon	07/12/21	Steve Nixon	Feedback from Luan Vision - ref. Sarah	
Complete		<a href="#">213957</a>	Zoey Teal	15/02/21	Derek Lamb	Positive email feedback	
Complete		<a href="#">208979</a>	Steve Nixon	23/12/20	Steve Nixon	UCL Ventura Project	
Complete		<a href="#">200768</a>	Helen Lamb	14/10/20	Derek Lamb	Positive Feedback from Karo Medika Indonesia	
Complete		<a href="#">191048</a>	Helen Lamb	20/07/20	Derek Lamb	From West of England MS Therapy Centre	
Complete		<a href="#">185977</a>	Kate Griffiths	03/06/20	Ryan Swaine	Email from NeoPlus, Poland	
Complete		<a href="#">175875</a>	Ryan Swaine	05/05/20	General	Medival (Italy) - Purchasing Handi+ during Covid-19 Pandemic	
Complete		<a href="#">170319</a>	Catrin Hird	23/03/20	Derek Lamb	eBay kieronallen2002 Customer Feedback Positive	
Complete		<a href="#">170299</a>	Catrin Hird	23/03/20	Helen Lamb	eBay Refund as bought multiples of item	
Complete		<a href="#">165098</a>	Zoey Teal	11/02/20	Derek Lamb	Positive customer feedback.	
Complete		<a href="#">161657</a>	Sophie Lines	03/01/20	Steve Nixon	Positive feedback from new customer Wolds Garage	

Complete		<a href="#">159437</a>	Catrin Hird	27/11/19	Derek Lamb	Positive Feedback: Royal Preston	
Complete		<a href="#">154412</a>	Steve Nixon	16/09/19	Derek Lamb	Feedback from Oxylink regarding customer service - Cathy	
Complete		<a href="#">154037</a>	Steve Nixon	11/09/19	Derek Lamb	Positive feedback from Nufer	
Complete		<a href="#">153701</a>	Steve Nixon	06/09/19	Derek Lamb	Teledyne rate Viamed as an Excellent OTD Supplier	
Complete		<a href="#">147522</a>	Catrin Hird	18/06/19	Helen Lamb	Feedback - Sophie Lines	
Complete		<a href="#">146559</a>	Ryan Swaine	04/06/19	Catherine Spence	Arrabon Trading - South Africa	
Complete		<a href="#">146458</a>	Helen Lamb	03/06/19	Derek Lamb	From Oxylink Polnad for Cathy for staying late to do his order	
Complete		<a href="#">145068</a>	Helen Lamb	15/05/19	Derek Lamb	positive feedback from supplier customer	
Complete		<a href="#">139139</a>	Catrin Hird	26/02/19	Derek Lamb	Posey Price Positive Response	
Complete		<a href="#">134715</a>	Steve Nixon	20/12/18	Derek Lamb	Feedback from Sheffield Teaching Hospitals	
Complete		<a href="#">122494</a>	Helen Lamb	18/06/18	Derek Lamb	Feedback from NHS Greater Glasgow account	
Complete		<a href="#">116483</a>	Sarah Walton	19/03/18	Derek Lamb	RemServe Medical Supplies Ltd	
Complete		<a href="#">113431</a>	Sarah Walton	31/01/18	Derek Lamb	Surimex - Positive Feedback	
Complete		<a href="#">108948</a>	Steve Hardaker	24/11/17	John Lamb	Thanks from a customer	
Complete		<a href="#">106785</a>	Steve Nixon	30/10/17	Derek Lamb	0110081 product information	
Complete		<a href="#">106553</a>	Steve Nixon	26/10/17	Catrin Hird	Response to discontinuation of products letter - Kings College Hospital	
Complete		<a href="#">102592</a>	Sarah Walton	08/09/17	Steve Nixon	Feedback	
Complete		<a href="#">102562</a>	Katie Evans	08/09/17	Steve Nixon	EBME Forum - 2004	
Complete		<a href="#">99726</a>	Derek Lamb	31/07/17	Derek Lamb	Feedback - Humanmed UK	

Complete		<a href="#">97351</a>	Steve Hardaker	23/06/17	Derek Lamb	Positive customer comments	
Complete		<a href="#">92340</a>	Katie Evans	06/04/17	Steve Nixon	Last Minute Urgent Order	
Complete		<a href="#">90623</a>	Steve Hardaker	07/03/17	Steve Nixon	Yorkshire Ambulance feedback	
Complete		<a href="#">78369</a>	Steve Hardaker	05/09/16	Catherine Spence	Feedback re fast delivery of large order	
Complete		<a href="#">75238</a>	Emily Hanson	18/07/16	Derek Lamb	email from Peter Keen - TBS Gb	
Complete		<a href="#">68980</a>	Katie Evans	23/03/16	Derek Lamb	Happy Customer	
Complete		<a href="#">67403</a>	Katie Evans	11/02/16	Katie Evans	Positive Feedback	
Complete		<a href="#">66468</a>	Steve Hardaker	13/01/16	Steve Hardaker	Positive comments re sensor disposal service	
Complete		<a href="#">61728</a>	Katie Evans	11/08/15	Ryan Swaine	Satisfied Customer	
Complete		<a href="#">59780</a>	Steve Hardaker	16/06/15	John Lamb	Positive customer service feedback	
Complete		<a href="#">59778</a>	Steve Nixon	16/06/15	Derek Lamb	Feedback from Kingston Hospital	
Complete		<a href="#">58111</a>	Ryan Swaine	14/04/15	Derek Lamb	Biosancta - Supplier Review	
Complete		<a href="#">54302</a>	Steve Hardaker	17/11/14	Steve Nixon	A positive mention	
Complete		<a href="#">27515</a>	Steve Hardaker	02/03/11	Steve Nixon	MAX-3 price feedback	
Complete		<a href="#">26403</a>	Steve Hardaker	17/12/10	Derek Lamb	Feedback re Microstim training materials	
Complete		<a href="#">22780</a>	Ryan Swaine	19/02/10	General	VM-2500-S	
Complete		<a href="#">22559</a>	Steve Hardaker	29/01/10	General	Royal Liverpool Feedback	
Complete		<a href="#">21047</a>	Lisa Leggoe	25/09/09	Catherine Spence	Mark Anthony Memorial Fund	
Complete		<a href="#">7501</a>	Steve Nixon,	28/11/06	General		