

Coronavirus (COVID-19) response: Health Purchasing Victoria procedure for managing feedback on goods received

Purpose

Throughout the coronavirus (COVID-19) response, health services may receive goods from the State Supply Chain central store that come from manufacturers they may not have used before. This document outlines the process that health services should follow in providing feedback on goods received.

Health service actions

Health services are required to follow their usual process in managing matters related to goods received. This includes:

- Notifying the supplier of any relevant issues identified. To facilitate this, health services can find supplier contact details from Health Purchasing Victoria's (HPV) product specification sheets, located in the Product Information Library on the [HPV website](#).
- Reporting incidents through RiskMan where required and notifying the Therapeutic Goods Administration (TGA), in addition to other actions specific to the health service's internal policies and/or procedures.

Health Purchasing Victoria (HPV) actions

Health Purchasing Victoria (HPV) requests that health services complete the attached feedback form (overleaf) and forward it to the assigned HPV regional Customer Relationship Manager (CRM) for matters relating to the coronavirus (COVID-19) response.

HPV's Customer Engagement team will collate, store and analyse information received from health services about goods received during the coronavirus (COVID-19) response. All relevant feedback identified will be addressed with the relevant stakeholders as required.

Further information

Please contact your assigned CRM as outlined in the table below:

Region	CRM	Email	Phone number
North West	Trish Boschin	t.boschin@hmv.org.au	0499 550 750
North East	Matthew Erickson	m.erickson@hmv.org.au	0428 084 079
South East	Emma Hammond	e.hammond@hmv.org.au	0417 783 445
South West	Aaron Atkinson	a.atkinson@hmv.org.au	0418 774 527

Health service feedback form

Please cut and paste the below form into an email, and complete and forward it together with any documents relevant to your CRM email or the health services helpdesk: healthservices@hpv.zendesk.com.

Product details	
Supplier / Manufacturer name	
Supplier ABN	
Supplier part number	
Batch or lot number	
Unit of measure (i.e. each, box, carton etc.)	
Manufacture date	
Expiry date	
Date product received	
Product name and description	
Product information sheet in HPV Product Information Library?	Yes / No
Portion of the product batch that is affected (i.e. number of affected items in each box)	
Issue description	
Product significantly different to description	
Product unfit for normal purpose	
Product unsafe	
Product damaged on arrival	
Other (please describe)	
Action taken	
Describe action taken at health service (i.e. stock quarantined, item withdrawn from use, incident report completed, referred to TGA etc.)	
Describe the supplier's response (i.e. returned, replaced, rectified etc.)	
Further comments	

* Please attach photos or copies of any incident reports.