

Inspire

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EXHIBITION REPORT

ARTP CONFERENCE 2013

Hinckley Island Hotel

By Nigel Clayton,



A central conference location has always been preferred by many delegates and exhibitors alike and once again we were back at Hinckley for 2013. Despite recession and department budgets being slashed, we still managed to attract more than 230 delegates. This speaks volumes about the quality and variety offered within the three day educational programme and the inspiration it provides to all delegates young and old. As always we enjoyed tremendous support from the exhibitors and gained an insight into the latest respiratory and sleep technological developments for 2013.

Many years ago when I first started working in respiratory physiology I remember using the original Vitalograph wedge bellows spirometer in clinical trials. This was basically a tin box containing a plastic bag on top of which sat the graph paper and chart recorder. Whilst these machines were continually developed over the years, the unmistakable Vitalograph shape was always carried through. Times have since moved on and Vitalograph now manufacture many different designs of Fleisch based spirometers, and offer many other services such as centralised clinical trial

services and occupational health services. Vitalograph also act as the UK distributor for Medisoft products.

Vitalograph were celebrating their 50th anniversary at this year's ARTP conference. We would like to say a big thank you to Vitalograph for sharing their anniversary celebrations with us. The plenary session on nitric oxide measurements was well received by the delegates, as were the pre dinner drinks we all enjoyed on the Thursday evening.

In addition to several large anniversary cakes being consumed during the conference, Vitalograph also

raised £222 for the Pulmonary Fibrosis Trust by donating £1 for every delegate who signed their anniversary card.



Cheers to **Medical Graphics UK** who ensured a captive audience on their stand with the offer of free drinks vouchers for the Thursday and Friday evening events.

Medical Graphics UK were out to beat the competition when it comes to service and technology. They made three

promises in the conference programme:

1. To provide unrivalled technology in their full PFT systems
2. To deliver the best pre and post sales service, including training and software support
3. Guaranteed next day fault resolution.

Quite a tall order, but judging by the comments made about other companies in the last manufacturers survey, we really do need a company that can deliver on these pledges.



ResMed announced the latest noninvasive ventilators which have been designed around the S9 CPAP platform. The VPAP ST-A features several alarms and a maximum pressure of 30cmH₂O. The VPAP ST does not feature the alarms and is capable of delivering up to 25 cmH₂O pressure. Both machines offer many other innovative features and both are available with iVAPS (Volume Assured Pressure Support).

ResMed also set the delegates a time challenge to see which delegate was the fastest at setting up a patient for overnight recording using the NOX-T3 portable sleep system. This lightweight device enables multiple night recordings to be made using effort, snoring, position, SpO₂ and EtCO₂. It really is simple for anyone to set the system up. I completed the challenge in just over one minute and still failed to make the top 20!

Clement Clarke now acts as the distributor for a revolutionary non-contact respiratory assessment system developed by PnemaCare in the UK. The system uses structured light plethysmography technology to produce 3D-images of chest wall and abdominal movement. The manufacturers claim that this system can measure lung function without the need for a mouthpiece. It was certainly interesting to see the flow volume loop being produced simply by projecting light onto the chest wall. I can see many applications for this system in critical care and neonatal units. Clement Clarke also supplies some very interesting gadgets to aid inhaler technique. One such

device which caught my eye was the range of Smart inhaler devices. These are electronic inhaler devices aimed at clinical trials to record patient compliance. The device is compatible with many types of modern inhaler device.

Most sleep diagnostic manufacturers are now producing mobile apps to enable us to review what is happening to our patients from a distance. Weighing only 58g, the SOMNOtouch RESP from **S-Med** is claimed to be the smallest sleep screener on the market. In addition to recording 10 internal channels of sleep data it also allows the physiologist to access the data at any time via a mobile phone or tablet. A further 8 channels of EEG data can be added to the system if required.

Watch out for recently released free software upgrades from SOMNOmedics which are also available from S-Med.



DeVilbiss were showcasing several new and upgraded CPAP and NIV masks. The new D100 range features low cost nasal and full face masks. DeVilbiss has also improved the FlexSet and Serenity nasal masks. In addition to the masks there is also a new version of SmartLink software which now features a customisable report editor and improved dashboard layout.

Not much change at **Aerocrine** this year. The main focus on the exhibition stand was the hand held NIOX MINO nitric oxide analyser. This compact device is ideal for making routine measurements in the busy lung function laboratory. Since the MINO was introduced, Aerocrine have sold enough test cartridges to complete more than 6 million tests worldwide.

Many of us experienced the turbulent introduction of the national home oxygen service and Home Oxygen Order Form back in 2005.

Fortunately the waters have calmed down somewhat since then as the providers finally got their acts together. A company called Dolby had been providing oxygen throughout Scotland for many years before 2005 and a

company called Vivisol were doing likewise in Italy. Back in 2010 Dolby Medical Home Respiratory Care became part of the Vivisol family of companies and **Dolby Vivisol** was born. Exhibiting for the first time at conference, the company now provide home oxygen services in Scotland and in the South East of England. They are also expanding in to the provision of CPAP, NIV and nebuliser



services.

CareFusion has finally added plethysmography and muscle pressure measurements to the SentrySuite software platform. By this time next year we should see the completion of SentrySuite with the inclusion of cardiopulmonary exercise testing. Those of us using Micro Medical MicroLoop spirometers can also link into SentrySuite, ensuring results are held on a central database.

Your World Medical Recruitment enjoyed the conference so much last year that they were keen to obtain a stand in the main exhibition

hall for 2013. If you are seeking qualified staff from the UK or abroad, then this company may well be able to



help. It was good to see **Fisher and Paykel** back at conference this year. The latest editions to their family of CPAP masks include the ESON nasal mask and Pilairo nasal pillow mask.

The ESON has been designed with the minimum numbers of parts to aid cleaning and reassembly. It features a "RollFit" seal which adjusts automatically to the bridge of the nose to minimise pressure. The Pilairo features a self-inflating air pillow seal and minimal headgear which makes for a really unobtrusive mask.

In addition to CPAP masks, Fisher and Paykel have always been associated with humidification of inspired gases. The latest innovation is the introduction of Airvo for the delivery of nasal high flow oxygen in the home.

Apex Medical now supplies a Mr. and Ms. Version in the

Wizard range of masks. The Wizard 230 nasal pillow mask comes in two different colours (blue and lilac), with the Ms. available in an extra small size. Great for the USA where I guess there are many couples on CPAP who do not wish to inadvertently put on the wrong headgear at night!

Apex also supplies The XT range of light weight CPAP machines. Both the XT Prime and XT Auto CPAP feature a pressure variation algorithm which is designed to reduce pressure at the start of exhalation, before returning to the prescribed pressure at the start of inspiration.

Pulmolink were also back at conference this year and continue to act as suppliers for the MIR range of hand held spirometers. In addition to spirometry, the Spirodoc now features a pulse oximeter and accelerometer with motion analysis. This is ideal for 6 minute walk tests and has the option to input Borg scale, BP



and oxygen data. For overnight oximetry it also records events and body position. Download software for this device is also HL7-compliant, allowing connection to electronic patient records.

Air safety continues to widen the range of filters available for lung function testing and CPAP/BiPAP machines. With more than 70 different filters to choose from, they appear to have a filter for just about every application.

Philips Respironics announced the introduction of the CoughAssist E70. Cough assist is being used more and more frequently to help those patients with respiratory muscle weakness to clear mucous secretions. The E70 has automatic and manual settings and also features an internal battery for when the patient is on the move.

Also new from Philips Respironics was the BiPAP A40 which, as its name suggests, is capable of delivering ventilation pressures up to 40 cmH₂O

Just like the A30 introduced last year, the A40 may also be fitted with an optional Masimo™ oximeter and

connection can also be made to Alice PSG systems with data analysis via EncorePro software.

Radiometer has just released a new suite of remote monitoring software known as AQUIRE. The system provides a continuous status overview of all connected devices and not just those from Radiometer. If there is an issue with any of the analysers within the trust, this system will notify the user immediately.

Also featured on the Radiometer stand were the latest electrodes for use with the TCM4 series of transcutaneous monitors.

Not much change on the **Breas Medical** stand this year. The Vivo range of ventilators has just received a face lift together with enhancements to the inspiratory trigger algorithm.

As always, **Stowood Scientific** had many sleep diagnostic goodies on display. The VisiLab has now been developed to use mobile phone technology to communicate wirelessly via Bluetooth to transfer sleep data in real time to the sleep laboratory.

Stowood have also been busy

preparing a remote data download facility via their website. This will allow data analysis to be made on behalf of any provider who wishes to offer diagnostics in the community.

Many companies were announcing the release of the Global Lung Initiative (GLI) reference equations in their latest versions of lung function software.

Intermedical was one such company to announce that the GLI reference equations are now available to download free of charge for the NDD range of lung function analysers. You can also download methacholine and



mannitol protocols for the respective NDD systems. Approximately 56% of OSA patients suffer from positional OSA and experience twice as many AHI events in the supine position compared to the non-supine. At this year's conference **Intus Healthcare** launched a positional sleep therapy device called Night Balance. Worn on the chest

and measuring approximately half the size of a credit card, the device contains a sensor which continually monitors sleep position. Should the patient turn to the supine position, then Night Balance reacts with a soft vibration to signal that a change in position is required. To make it easy for the patient, Night Balance uses a training program to allow the patient to get used to wearing the device. It is also possible to download the data so that the patient can review their sleep pattern.

Also new from Intus Healthcare is an improved range of Sleep Weaver masks and ultra light CPAP / NIV tubing.

Pharmaxis continue to increase sales of Osmohale (mannitol) in the UK and are continuing to expand into Europe. Marketed as an indirect osmotic bronchial challenge test in a box, Osmohale is much easier and quicker to administer compared to field exercise



nSpire Health announced the release of GLI reference values for use on the KoKo range of spirometers, with retrospective upgrades due shortly for all other ranges of equipment.

Insight 6 software is now available for the HD PFT diagnostic systems which features improved network capabilities, together with data trending and test statistics.

The **NHS lung Improvement Programme** team continues to work hard and have produced several excellent booklets designed to provide practical support in the following areas:

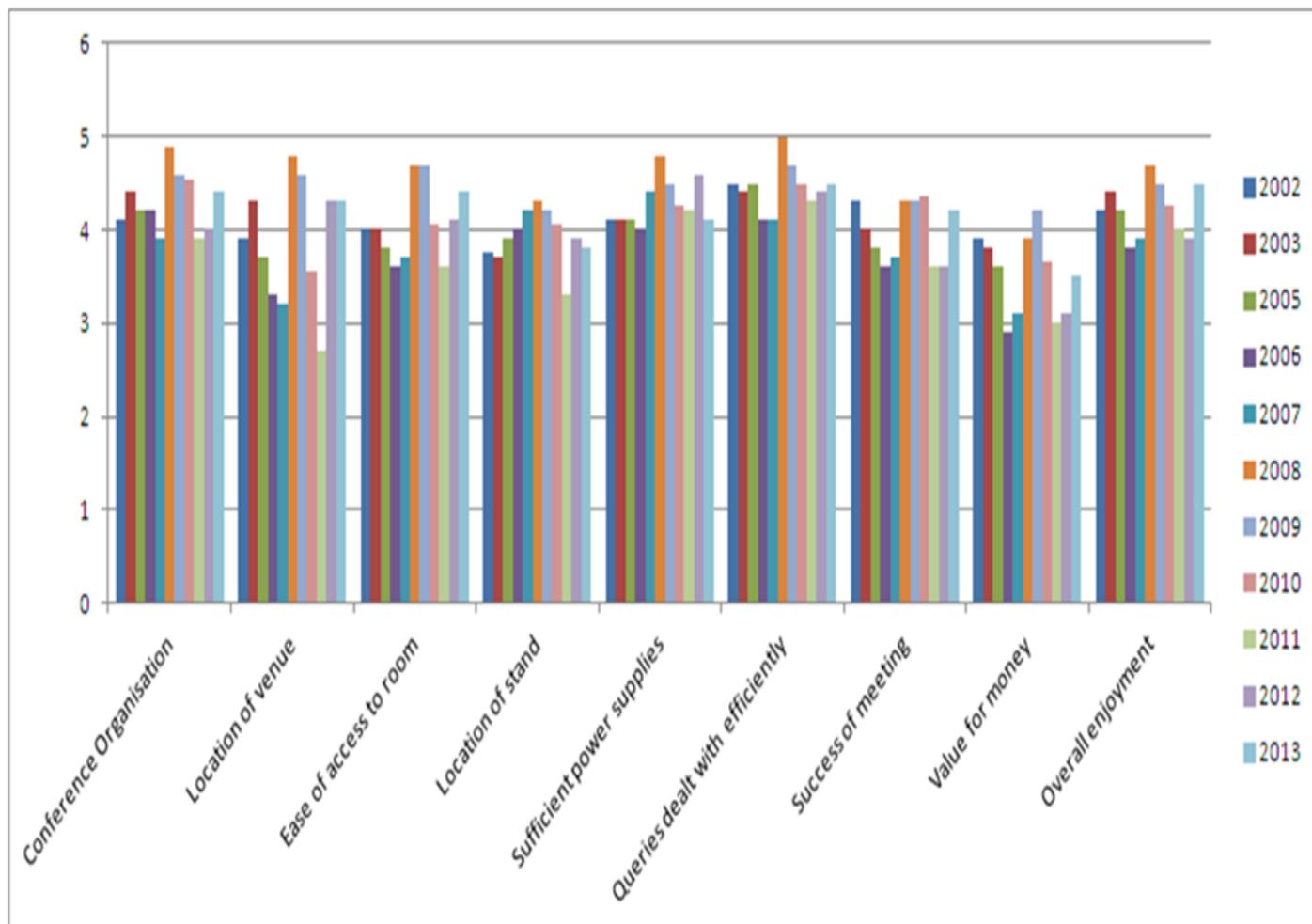
- Improving Home Oxygen Services
- Transforming Acute Care
- Managing COPD
- End of Life Care
- Asthma

The team are also calling for examples of good and innovative practice. If you have redesigned your local services with benefits to patients, carers or staff and are happy to share your improvements with other clinical teams, the NHS lung Improvement Programme team would be pleased to hear from you. You may also like to

view a repository of such examples on the website:

www.improvement.nhs.uk/lung.

A big thank you to **The Sleep Apnoea Trust** and **British Lung Foundation** for taking time out to exhibit at the conference. Also a big thank you to Aerocrine, CareFusion, Intus Healthcare, Philips Respironics, ResMed UK Ltd and S-Med Ltd for sponsoring the educational lunch time workshops.



Conference feedback from the manufacturers

And the winner is.....

Manufacturers and suppliers survey report 2012/13

Compiled By Nigel Clayton,

It is now 8 years since we introduced the ARTP manufacturers survey. Many new companies have arrived on the scene during this time and others have disappeared, all too frequently swallowed up by the corporate giants. Go onto the home page of these giants and you are bombarded with acquisitions and financial reports before you even get an understanding of what the company sells. All too often the focus is on the bottom line rather than customer service. The ARTP survey goes some way to address these issues, bringing them to focus on customer service and ultimately patient care. So a big thank you once again to all those who took the time out to completed the survey questionnaire.

We now make two awards; one for best lung function company and one for best sleep company. As always we received highly relevant and sometimes amusing feedback which will be fed back to all companies covered by the survey. In the survey we ask you to rate each company on a scale of 1-5 in each of the 16 sections listed below.

Equipment		Sales		Service	
1.	Reliability	6.	Brochure information	11.	Ease of contact
2.	Ease of use	7.	Pricing policy	12.	Response time to rectify problem
3.	Running costs (including consumables)	8.	Flexibility on price of package	13.	Ability to resolve problem on first visit
4.	Training given at time of installation	9.	Demonstration	14.	Quality of service delivered
5.	Overall quality of product	10.	Knowledge of sales person	15.	Attitude of service personnel
				16.	Punctuality of service personnel

Written comments

The companies that win the awards are not always the corporate giants, but those who know how to provide quality service and reliable equipment. These companies care for their customers just as we care for our patients. Once again we see many rather shocking, but all too

common problems relating to service. Those that are printable are shown below. See if you can guess which companies they relate to.

- Dissatisfied with booking arrangements for routine maintenance. Was 6 months overdue and took 5 phone calls to arrange date of service!!
- Attitude similar to car sales, sell you a product and not interested in dealing with breakdown issues efficiently.
- We have had ongoing problems with this equipment since it was set up in 2009. There has still been no resolution to this 3 years later.
- Despite having a “gold” service package (£7K), we were charged £595 for the engineer to move the box during a departmental move. The engineer, myself and 2 porters put the box on a couch and wheeled it to its new home!
- Machine was bought brand new 3 years ago and is now obsolete, so company don't appear to be too bothered fixing the problem.

Whilst we receive many negative comments it is always a pleasure to see comments praising individual company employees. Many of them do work exceptionally hard and deserve a mention.

- Griff, Anthony Philips, Lee Powell and Mark Smith have all been very pleasant (Vitalograph).
- Amy Carnell, our account manager, really tries hard to put things right and deserves a lot of praise (Carefusion).
- Tim Allen – excellent engineer and has served us well over years. Amy has also been very good to us, visiting regularly and helping with queries. Shaun is also a very good service engineer (Carefusion).
- Darren is always helpful where possible. Chris Simms is worthy of a mention and rectifies problems in a timely manner (Carefusion).
- Lynton Elcocks and Shereen Elsworth have been very helpful and supportive during this transition
- Chris Ferrie is excellent (nSpire Health).
- Neil – South West engineer is fab (Radiometer).
- Lyn Davies must be one of the most helpful people (Stowood).
- Richard Haynes is a very knowledgeable and helpful sales rep (Intermedical).
- Alan Parrot is always knowledgeable and is very easy to contact (Aerocrine).

- Excellent help and service by Kathy Morton who helped to start this service + recently Ben Redgraves (Aerocrine).
- Hannah is very helpful, always willing to help find solutions, listen to ideas and feedback to ResMed.
- John Mitchell deserves a mention for his excellent customer service (ResMed).
- Katie Farrow and Kim Sheridan provide a great service (Philips Respironics).
- Phil Plaice – rep for South West and Wales –has been a great source of contact over the past year (Philips Respironics).
- Mr Hilden delivers a great service to his customers (Breas).
- Dr Lyn Davies does have a logical and thorough approach to resolving technical issues and is very helpful (Stowood).
- Great service from Selwyn and Paul (S-Med).
- Ian Swapp – difficult to match for his customer service (DeVilbiss).

And the winner is.....

Before a company can be entered into the survey we require a minimum of 10 returns to help reduce any scoring bias. Unfortunately only two sleep companies met the criteria. The final scores are out of a maximum of 80.

Respiratory Equipment Manufacturer top 3

1	nSpire Health	68.79
2	Radiometer	68.00
3	CareFusion	66.39

Sleep Equipment Manufacturer top 2

1	Philips Respironics	70.35
2	ResMed	70.12

The ARTP wishes to congratulate both nSpire Health and Philips Respiroics on winning the manufacturer of the year awards for a second time. As always, both companies were thrilled to pick up their awards at the conference gala dinner.



*nSpire Health and Philips Respiroics
collecting their awards from Alan Moore and Nigel Clayton*

The future

Once again, the survey will be repeated towards the end of 2012. It would be great to see a concerted effort to provide feedback for many of the smaller companies we deal with. They frequently go the extra mile, but unfortunately we do not receive sufficient feedback to include them in the survey.

Please direct any comments regarding the survey to ARTP Manufacturers Liaison:

manufacturers@artp.org.uk