

# PROJECT MANAGEMENT & CHANGE SERVICES



## Testimonials - PC Refresh Projects

*"First time a refresh has been carried out to time with a positive outcome, practice not left with countless problems. Engineer was extremely helpful, sorted out all the issues and helped us with other niggles too. Couldn't have been more impressed with the service."*

Heather Lovatt, Practice Manager – Staines Health Group

*"Both engineers were very efficient and unobtrusive, keeping any disruption to a minimum and working around us as best they could. Really professional and probably the most seamless project to date! Well done to you guys."*

Tracy Bowden, Practice Manager – Queens Avenue Surgery

*"In the past replacing our pc's on mass has been a nightmare! But this time 3 were replaced in a morning very professionally without any fuss and he transferred all the data and left us with 3 new pc's working with no problems or any data missing."*

Julia Vye, Office Manager – Fort House Surgery

*"The engineer was fantastic. He was efficient, hardworking and very knowledgeable. While he was here he was invaluable, and I've never had such a slick PC change before. Thank you."*

Christine Andrew, Practice Manager – The Hawthorns Surgery

*"Most importantly is the fact they have a job to do but respect the difficulties it can cause to the normal day to day working of the building and therefore with mutual respect creates good positive working relationship. All staff members very approachable and helpful."*

Marcia Russell, Assistant Practice Manager – The Verwood Surgery

*"The engineers were all very professional, supporting each person with making sure they had everything working as before. I was expecting the project to be quite stressful as from past experience - but was delighted at the way it was done."*

Carole Pentelow, Practice Manager – Dorchester Road Surgery

*"Amazing!! Didn't even know he was here and virtually no disruption."*

Lyn Mcloughlin, Office Manager – Chiddingfold Surgery

*"The organisation of the project was excellent, information and timings were as documented."*

Jo Legrave, Practice Manager – The Panton Practice

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*"Hardly aware engineer was onsite as installation went so smoothly. He arrived on time and schedule went according to estimations given at outset."*

*Nigel Westbury, Practice Manager – St.David's Family Practice*

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*"Very efficient and helpful during install plus sorted out a couple of other bits whilst they were here without any trouble. Always seem to get really nice tech guys here always willing to help."*

*Faye Francombe, Assistant Practice Manager – Stour Surgery*

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*"The engineer was excellent - knowledgeable, helpful, worked with us and gave us really good advice."*

*Jacky Glover, Practice Manager – Southview Medical Practice*

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*"Very efficient, listened to particular requirements for our site, worked with me to minimise disruption to clinicians."*

*Sarah Stanley-Smith, IT Manager – The Crouch Oak Family Practice*

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*"Both the engineers were really good, very knowledgeable and helpful! Visit required two visits which caused a bit of obstruction to the doctors but nothing major."*

*Jak Linsell, Admin and IT Manager – Simpson House*

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*"An incredibly smooth, efficient operation, carried out by pleasant, helpful and professional people."*

*Lyn Mcloughlin, Office Manager – Chiddingfold Surgery*

*"The engineer is an excellent individual, professional and skilled person to work with. He carried out the project smoothly and communicated through out with all staff at the practice."*

*Preeti Patel, Practice Manager – The Fryent Way Surgery*

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*"The list we received of PCs to be replaced was extremely useful, not only for identification purposes but also for ensuring that users were aware of the refresh and that processes could be put in place prior to the work commencing, in order to ensure the function of the practice was not affected."*

*Sarah McLaughlin, Business Manager – Dapdune House Surgery*

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*"As I have come to expect, the Engineers were excellent & exceeded our high expectations. My thanks to both of them. Overall, Refresh Project handled very well!"*

*Max Moss, IT – Poole Road Medical Centre*

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*"Engineer very helpful and very friendly. Certainly went the extra mile for us. Very impressed as always. Thank you."*

*Tim Wheeler, Deputy Practice Manager – Beaufort Road Surgery*

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*"The IT GP Refresh project went off very smoothly without any disturbances to the running clinics, the engineer who carried out all the work at Kenton Clinic was very efficient and organised. We encountered a couple of issues the next day but engineer came in and sorted it all out the following day. Thank you, much appreciated."*

*Naina Sodha, Deputy Practice Manager – Naina Sodh*

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*"The engineers were very organised, and worked without disturbing any of the clinics. They understood certain times when they couldn't work in a room so worked around them. Myself and the whole team were very happy with the project."*

*Ajatha Ratnayake, Practice Manager – Bacon Lane Surgery*

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*"This project was very smooth, straight forward and completed to the time scale predicted, there was not any disturbance to the any of staff immediately involved with the PC refresh which was quite amazing actually. The engineer involved was really helpful and informative and assisted with other issues we had around the practice. Well done and Thank you :)"*

*Michelle Lamb, Admin and IT support – The Emsworth Surgery*

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*"Overall the project was well run and carried out. We have had some IT issues following, such as ECG and spiro software requiring installation, as well as some ongoing issues with the Dell keyboards. The two engineers on site were very courteous and diligent, able to work well with the restrictions of a GP surgery."*

*Clint Barron, IT Lead – Forest End Surgery*

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*"Nice team, helpful, co-operative - worked around our business needs."*

*Penny Farish, Business Manager – Honeypot Medical Centre*

*"The engineer was absolutely brilliant! Everything went so smoothly, no disruption at all, and everyone was very satisfied with how it went."*

*Jay Patel, IT Manager – Enderely Road Medical Centre*

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*"The engineers prepared well for the refresh project and attended the site to introduce themselves and to ascertain how we needed to proceed with the equipment replacement. They listened to our suggested programme and worked with us to achieve a successful completion within the timeframe and to the highest standards."*

*Bob Wood, Practice Manager – St Marys Surgery*

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*"Everything ran very smoothly with minimal disruption considering the level of work that was done. It was good that we were able to allocate a room for the engineers to work in undisturbed. It might be worth letting practices know that a space just for the engineers to work in would help them. Thanks."*

*Sarah Smith, Practice Business Manager – The Border Practice*

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*"I was extremely pleased with the response to our plea to be prioritised as we were experiencing problems since our change of clinical system."*

*Julie Craig, Practice Manager – Clanfield Surgery*

## Do you want to know more about what Healthcare Computing can do for you?

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