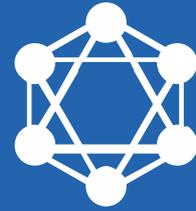


PROJECT MANAGEMENT & CHANGE SERVICES



Testimonials - Single Domain

"The team have done an excellent job, and were accommodating and very helpful in their approach to accessing workstations and minimising downtime. The work was done in a professional manner and I couldn't fault any part of the process. Excellent job."

Clint Barron, IT Lead – Forest End Surgery

"Just a quick note to say thank you to the project team for the recent work here at the practice. Despite the difficulties they faced (and there were many), their attitude, professionalism and ability to deal with staff and doctors when the sky was falling in, are a credit to them and an excellent reflection on your firm. Keep up the good work."

Andy Lopez, Practice Manager – Cornerways Medical Centre

"Computing Healthcare Staff - on site were amazing – the engineer responded to all of our problems and annoyance with help, support and a smile on his face. He seemed to be very knowledgeable, whenever unsure he would seek advice."

Ann Klust, Practice Manager – Wyke Regis and Lane-house Medical Practice

"All the doctors & staff were extremely impressed with the efficiency & helpfulness of the 3 HC staff onsite."

Julie Almond, Practice Administrator/IT Lead – Carlisle House

"All my feedback is positive. Previous experiences of major upgrades have been frustrations from the engineers not being able to get where they want to be to keep to their plan and tensions building because of it. This was NOT the case here at all. The engineers seemed to "get it" right from the start and were really flexible about all aspects of the upgrade, happy to change things at the last minute, mindful of the "fear" of change of some staff and really supportive. They didn't make anyone feel like an idiot if they asked silly questions and ran around jumping on any issues as they arose even if they were in the middle of something else. All of the staff said they were impressed with how approachable and reactive the guys were and felt that the whole thing was as painless as it could have been because of that."

Nicky Watson, Practice Manager – Abbotsbury Road Surgery

"Continue what you are doing! I cannot believe that any practice can moan about your approach to this matter, the engineers who were excellent, no matter how many times we bothered them and it was one of the best migration work I have been involved with that really was a dream! In resume: Excellent Engineers, lovely equipment (laptops!), easy to use and makes life so much easier, good meetings prior to migration, helpful guides and training by Dorset CCG who came on site."

Bev Lane, Tori Richardson – Longfleet House Surgery

"I think a thank you to all the IT team who have been involved with this migration as every person that came into our practice treated us all with the greatest of respect not everyone is IT literate and some staff find computers difficult. We have not been rushed everyone had support when they needed it and I was kept in the loop at all times."

Carole Pentelow, Practice Manager – Dorchester Road Surgery

"All of the engineers were very flexible and we communicated well together. They worked really hard and I am really grateful for how well the migration went. I would reinforce to other practices how important it is to do the preparation work, and to make time for the training, to ensure the migration goes as smoothly as possible."

Emma West, Primary Care Clinical P.A – The Bridges Medical Practice

"Overall the migration went well. The team were fantastic at responding to problems and queries and very patient with some frustrated staff! Inevitably there was some disruption but this was minimal and I was extremely impressed with how the team communicated and implemented the migration. Whatever problem arose they were able to fix it!"

Tori Richardson, Practice Manager – Rosemary Medical Centre

"The whole two weeks were a lot less painful than we had anticipated. The team who were on site were very friendly and responsive to all the issues that arose and dealt with them very quickly."

Sharon Prior, Practice Manager – Royal Manor Health Care

"The Project Manager called me up beforehand to explain the whole process. We actually went to Windows 7 and onto the Hants GP domain at the same time so it was a two-project mission! He advised that this had not been undertaken at the same time before and that there may be unforeseen problems arise. The whole process went according to plan - the site engineers were fantastic and no question was too trivial for them to deal with in a professional manner. There have been no problems since the changes were made - full marks to the team!"

Annie Binns, ICT Manager – The Whiteley Surgery

"I thought it was well done. We were sent documents that we needed to complete and check out our end but it meant that the engineers came on site with all the information they needed. It was a big project and change and it all went remarkably well. The engineers were happy to help out where they could and were all knowledgeable and friendly people."

Sarah Smith, Business Manager – The Border Practice

"The engineering team worked efficiently and professionally and were almost invisible to the usual practice business carrying on around. The great achievement regarding this IT project was an early completion without technical difficulties. Well done."

Louise Heybourne, IT Manager – Dr S P Thompson & Partners

"Minimum disruption to service, the engineers worked around us. No issues since and we were very happy with the support before and after."

Janine Leake, Practice Manager – Rowlands Castle Surgery

"I think a thank you to all the IT team who have been involved with this migration as every person that came into our practice treated us all with the greatest of respect not everyone is IT literate and some staff find computers difficult. We have not been rushed everyone had support when they needed it and I was kept in the loop at all times. The upgrade is definitely a positive step to the future of IT and we as a practice were so pleased we were first to be done."

Carole Pentelow, Practice Manager – Dorchester Road Surgery

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Sharon Prior, Practice Manager – Royal Manor Health Care

"Computing Healthcare Staff - on site were amazing - the engineers responded to all of our problems and annoyance with help, support and a smile on their faces. They seemed to be very knowledgeable, whenever unsure he would seek advice."

Ann Klust, Practice Manager – Wyke Regis and Lane-house Medical Practice

"The team were great - really responsive and helpful. Whilst it was a big change the impact was not too disruptive."

Sandra Maddison, Practice Business Manager – Royal Crescent and Preston Road Practice

"All of the engineers were very flexible and we communicated well together. They worked really hard and I am really grateful for how well the migration went. I would reinforce to other practices how important it is to do the preparation work, and to make time for the training, to ensure the migration goes as smoothly as possible."

Emma West, Primary Care Clinical P.A. – The Bridges Medical Practice

"We were sent a couple of engineers, have to say they were really helpful and were often challenged by us asking questions all the time from not so IT savvy staff, like myself"

Fiona Rogers, Assistant Practice Manager – Moordown Medical Centre

"The pre-meeting was very informative. The Engineers were very helpful and responded to any member of staff who had a query very quickly and professionally. I'm sure it isn't easy for them as some people are more understanding than others! They were patient and adjusted their work around the practice and staff"

Jean Frangleton, Practice Manager – The Birchwood Practice

"I cannot fault the team at all. They were positive, friendly, helpful. They always responded and went into any room that was having problems and sorted out things immediately. The guys fitted in around us and it was surprisingly stress-free. So big thank you to the team!"

James Leyland, Practice Manager – Canford Heath Group Practice

Visit healthcarecomputing.co.uk for further information or call **0845 0346344** to speak to one of our team members.

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Tori Richardson, Practice Manager – Rosemary Medical Centre

"Excellent Engineers Lovely equipment (laptops!) Easy to use and makes life so much easier. Good meetings prior to migration. Helpful guides and training by Dorset CCG who came on site."

Bev Lane, Practice Manager – Longfleet House Surgery

"The migration went very well and any unforeseen issues encountered were dealt with quickly and efficiently with the migration team. We were regularly kept informed of their progress and immediately alerted to any unforeseen problems with action plans on addressing these. Well Done."

Joanna Thatcher, Practice Manager – James Fisher Medical Centre

"The Engineers were very helpful and responded to any member of staff who had a query very quickly and professionally. I'm sure it isn't easy for them as some people are more understanding than others! They were patient and adjusted their work around the practice and staff."

Jean Frangleton, Practice Manager – The Birchwood Practice

"We found the whole experience was a very positive one, both the engineers and the trainers were all extremely helpful and professional!"

Karen Flintoft, Practice Manager – Woodlea House Surgery

"Overall a very smooth migration, especially considering the number of machines and users in the practice. Thank you for a very professional service."

Chris Johnson, IT & Quality Manager – The Adam Practice

"All my feedback is positive. Previous experiences of major upgrades have been frustrations. This was NOT the case here at all. The engineers seemed to "get it" right from the start and were really flexible about all aspects of the upgrade, happy to change things at the last minute, mindful of the "fear" of change of some staff and really supportive. They didn't make anyone feel like an idiot if they asked silly questions and ran around jumping on any issues as they arose even if they were in the middle of something else. All of the staff said they were impressed with how approachable and reactive the guys were and felt that the whole thing was as painless as it could have been because of that."

Nicky Watson, Practice Manager – Abbotsbury Road Surgery

"The onsite IT support worked well with us and the migration went relatively smoothly."

Phil Wrigley, IT Manager – Poole Town Surgery & Dr Newman's Surgery



"All positive. Despite the snow halting the migration for a couple of days, it went quite smoothly and stayed on track. The engineer was, as always, totally professional and immensely helpful. He is always friendly and patient which helps."

Caroline Baggott, Patient Services Manager – Evergreen Oak Surgery

"Much smoother process than I thought it would be. All healthcare staff were professional and patient and happy to answer any questions or sort out any niggles. Thanks you."

Sarah Moberly, Practice Manager – The Hart Surgery

As always HC have provided a first-class IT service to us. I cannot fault you; your engineers' knowledge and application to the task are always of the highest quality. Many thanks to all of the team."

Mark Dalling, Business Manager – Oak Tree Health Centre

"Efficient / helpful guys / tidy! / nothing too much to ask when questions arise."

Hayley Moore, Practice Manager – Denmark Road Medical Centre

"All went very well - our concerns were address and work undertaken efficiently and with minimal disturbance."

Richard Hanney, Business Manager – Alresford Practice

"The migration went very well and any unforeseen issues encountered were dealt with quickly and efficiently with the migration team. We were regularly kept informed of their progress and immediately alerted to any unforeseen problems with action plans on addressing these. Well Done."

Joanna Thatcher, Practice Manager – James Fisher Medical Centre

"Was expecting this GPNET migration to cause problems and create extra work. The engineer was discreet, efficient, friendly and extremely helpful! Ran smoothly with no problems or disruptions!"

Terri Keenan, Deputy Practice Manager – Berinsfield Health Centre

"The engineers completing the work were excellent. They were willing to go over and above the requirements of their job and really understand the way a GP practice operates."

David Evans, Practice Manager – David Evans, Practice Manager

"The whole project was managed excellently, from first email to conversations on the phone explaining the whole process, to the engineer arriving (Simon) and carrying out the work to completion. Thank you."

Julie Butler, Practice Manager – Banbury Road Medical Centre

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

Visit healthcarecomputing.co.uk for further information or call **0845 0346344** to speak to one of our team members.