

# PROJECT MANAGEMENT & CHANGE SERVICES



## Testimonials - East Berkshire Windows10 Upgrade

*"A very smooth process from start to finish. I have worked in NHS for 24 years, so I have endured many IT upgrades, this was by far the best. The engineer and his co worker were excellent, they ensured we started with the new kit exactly where we left off from previous kit (software and apps). No missing applications or programmes. No problems at all. Wonderful service! - Thank you."*

**Wendy Chambers** - Administration  
Dr Sharma's Surgery

*"The engineers were brilliant. Really patient and helpful. Very polite and worked around the staff. Very smooth transition."*

**Diana Lock** - Practice Manager  
The Gainsborough Practice

*"Very efficient and effective members of staff. The project went through seamlessly and to the standard that was expected. Thank you HC and staff!"*

**Mohammed Anis** - Practice Manager  
Cippenham Surgery

*"It was great working with engineers. Both engineers kept me informed of what they were doing and reporting at the end of the day so that I knew what was happening. They were both approachable and happy to help."*

**Natalie Santinho** - Patient Services Manager  
Farnham Road Practice

*"The preparation documents before hand and analysis of our third party software was useful as we could prepare for any items that wouldn't be compatible with the roll-out. The project manager was good in informing us of the main delivery and start dates. The engineers were professional!"*

**Rima Scheimann** - Assistant Practice Manager  
Binfield Surgery

*"Overall though the job was fine, I would like to say that the engineer who joined the project late was excellent and really seemed to embrace things and assist wherever we were having problems. In fact he returned a few days later to get all our label printers up and running and did a great job."*

**Katy Spicer** - Reception Manager  
Rosemead Surgery

*"Both engineers were very helpful, considerate and made the switch over very easy given we are in such a busy environment!"*

**Kelly Barrow** - Practice Manager  
Herschel Medical Centre

*"Engineers very helpful and work went smoothly. Thank you!"*

**Carol Houghton** - Practice Manager  
Clarence Medical Centre