

NHS DIGITAL ACCREDITED SERVICE DESK



Testimonials

"Day one of the switch to Healthcare Computing. Your technician contacted the surgery week prior to arrange a convenient time to install software to our server. Arranged for this morning. The technician completed install and checks on our server remotely. Identified server at critically low disk space and that the new UPS installed on Jan 2018 had not been connected to the server correctly. He has raised a ticket for both issues. I further asked for assistance with a printer which had been moved last week, but not connected to the network. I had attempted to connect to the network and run a cable from the patch panel to the switch, but couldn't ascertain the IP address of the printer. The technician kindly guided me through set up of new IP address, located driver on line and installed printer. I was then able to successfully install on another 4 pcs. Most impressed with the level of service and support provided which alleviated the need to have an engineer attend on site. I briefly discussed the surgery development and the project for new IT set in the coming months. The technician was at the time unable to find any record of this and suggested I send details of same so this can be registered and scoped which I will do. Many thanks indeed."

The Wall House Surgery
East Surrey CCG

"Fantastic Service as last, so glad we have a new company supporting us. Well done Healthcare Computing."

Austen Road Surgery
Guildford and Waverley CCG

"After suffering years of delaying tactics and non existent support from our previous provider it is very refreshing to finally have IT Support that actually responds when help is required. Thank you."

Haslemere Health Centre
Guildford and Waverley CCG

"Great service, quickly answered and sorted after a short while. I think my expectations were low after the last service provider so this is refreshing."

Church Street Practice
North West Surrey CCG

"Asked for help whilst engineer was here, quickly showed me and I wrote down the way to update the computers affected. Excellent service, lovely friendly engineers."

Austen Road Surgery
Guildford and Waverley CCG

"Delighted with the service from the technician this morning. Request completed immediately with no fuss. Very happy Practice Manager at Lingfield. Thank you."

Lingfield Surgery
East Surrey CCG

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

"The technician was exceptional in the help she provided. Made things easy for me to understand, didn't use jargon to explain what she was doing. All areas I needed help with have been resolved in a professional and helpful manner. Cannot praise her enough for her hard work and rapport."

Sunbury Health Centre, North West Surrey CCG

"As a practice we have only just started using HC but so far the service has been brilliant. We have had quick responses to all of our enquiries and staff seem pro-active and have managed to sort everything. Being able to use them for all of our IT related problems is brilliant and saves us time."

Binscombe Medical Centre, Guildford and Waverley CCG

"In the two times I've contacted the support desk recently I've been impressed with the speed of answering and dealing with my query. I have had poor experience from our previous provider so I think my expectations were quite low."

Church Street Practice, North West Surrey CCG

"Wow - what a change from old provider. I actually got through to a person who helped me there and then, no logging a call and someone calling back later. Keep up the good work!"

Woodbridge Hill Surgery, Guildford & Waverley CCG

"Really pleasant engineers. Always helpful and cheerful. Quick response. Cannot fault it. Thank you"

Heathcote Medical Centre, Surrey Downs CCG

"Very quick and efficient. Very good support."

Austen Road Surgery, Guildford and Waverley CCG

"Really impressive service. The technician was helpful and sorted out my problem."

St Lukes Surgery, Guildford & Waverley CCG

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

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