

PROJECT MANAGEMENT & CHANGE SERVICES



Testimonials - Windows 10 Upgrade

"The last 2 projects that have involved the CSU and HC have been carried out with care and consideration to us as the end user. We haven't experienced this before."

Rachel Clare - IT Manager
Brookside Group Practice

"The engineers were incredibly friendly and helpful. They were patient with staff who were unfamiliar with IT. Nothing was too much trouble."

Lee Shrimpton - Practice Manager
Magnolia House

"I thought the technicians who came on site were very knowledgeable, flexible and showed immense willing to resolve any problems I asked them to deal with. I am very grateful to them for ensuring that something which could have been really quite disruptive was managed very smoothly. Thanks very much :-)"

Kelsa Smith - Practice Manager
Oldfield Surgery

"Really well planned and executed by professions who really did know what they were doing. A real potential nightmare became a breeze. Highly recommended."

Paul Gomm - Practice Manager
The Chapel Row Practice

"Like to say the process was excellent, also like to thank the engineer for his hard work, support, and help. Well done."

Eileen Dodge - Senior Receptionist
Ross Road Medical

"Very impressed with the organisation and delivery of this project. Computer upgrades can be a stressful time however I must say that the installation engineers were extremely helpful and efficient and this ensured that there was no disruption to the practice staff."

Steve Gowing - Practice & Business Manager
The Avenue Medical Centre

"I was not around but team reported that the engineers were very easy to work with and understanding of the issues re getting access to computers. My team very much appreciated the way they went about their work."

Rachael Eade - Practice Manager
Grosvenor Place

"Very hands-on, professional support throughout. Very well communicated before and during implementation."

Chris Maude - Practice Manager
Grovelands Medical Centre

"We had a little hiccup to start with as the kit hadn't been delivered when engineer arrived to install the PC's. However everything had arrived by the following day and because engineer had provided installations at the Practice previously he knew where to find everything he needed. We didn't really know he was there. And he advised us that we were duplicating provision for our appointment cards so he even saved us some money :)"

Nicky Chivers - Practice Manager
Bere Regis Surgery

"The flexibility and friendliness of the engineer was essential and lovely."

Leanne Birch - Operations Manager
Royal Crescent and Preston Road Practice

"Very pleased as the engineer cleared up all the boxes and also helped resolve a number of other IT problems:"

Pam Howe - Practice Manager
The Birchwood Practice

"HC were excellent as always. The team are very efficient and always on hand to deal with any IT issues - keep up the fantastic work :-)"

Angie Brebner - Practice Manager
Alma Medical Centre

"Great communication when booking a date for the refresh. Flexible. Engineer on time very helpful!"

Kay Warne - Data Manager
Stokewood Surgery

"The engineer who attended carried out the upgrade quickly and efficiently. The whole process seemed to go very smoothly, from delivery to installation."

Claire Hooton - Clinical Data & IT Lead
Fareham Centre Practice

"Engineer and support team were very helpful and flexible to our schedule. Whole project was finished on time, any issues were quickly identified and resolved."

Matthew Buck - IT Lead
Abbeywell Surgery

"Overall the engineer was brilliant there was minimum disturbance during the work carried out to patients and staff, very positive experience."

Ankita Kumar - Practice Manager
The Sunflower Medical Centre

"The engineer that carried out the work was brilliant, really helpful and went out of his way to help all staff!"

Nancy Houlihan - Practice Manager
Kingfisher Surgery

"Migration was efficient, fast and was performed in a timely and professional manner. We could not have been more appreciative of your efforts in keeping us secure and up to date with new hardware/software."

Nik Karakatsanis - Assistant Practice Manager
Grove Park Surgery

"I found the whole process hassle free and very quick. It was done with great dedication and professionalism by the 2 engineers. We are very happy. Also, we were apprehensive about data loss during the process but nothing happened. Completely satisfied with the work.."

Vrinda Sharma - Admin and Finance Assistant
Forty Willows Surgery

"Our engineer was very good and very helpful. Answered our queries and helped when something went wrong. Worked around the staff so that there was as little inconvenience to the day to day running of the surgery as possible.."

Saarah Meghji-Chinoy - Practice Manager
Headstone Lane Medical Centre

"Thank you for resolving our queries. Tried to contact you couple of time after receiving an email, but I was kept on hold for long time, this is the only thing if you could consider improving would be helpful."

Seema Sambrani - Assistant Practice Manager
The Pinner Road Surgery

"Overall the project was seamless with very few problems. Any issues were quickly resolved. Thank you."

Roland Cundy - Business Manager
Binfield Surgery

"Very efficient, good aftercare which I was very concerned about."

Lisa Trimble - Practice Manager
Western Elms

"The upgrade went better than expected. There were a few issues but once raised, these were dealt with very quickly. It was probably the smoothest upgrade I have experienced! Thank you."

Laura Hutchinson - Practice Manager
Eastfield House Surgery

"The engineers were professional, punctual and accommodating. We have had a few hiccups but nothing major and nothing that couldn't be fixed fairly quickly with online help. So far, so good! The engineer ran everything exceptionally well. Thank you."

Jo Taylor - Practice Manager
Radnor House Surgery

"Good planning meant that we were able to anticipate potential issues with 3rd party software."

Sal Abbaganle - IT Manager
Swallowfield Medical Practice

"Was really pleased with the IT guys who came along, they worked around the practice and were very helpful!"

Denise Griffiths - Practice Manager
The Surger

"Engineers were very flexible and worked around the needs of the practice."

Jane Goddard - Practice Manager
Westwood Road Health Centre

"It was my first time overseeing an IT project in my work place and I was nervous as to how well it would go. I felt reassured that there was someone at either the end of an email or at the end of the phone who answered all my questions and also pointed me in the right direction if I needed any more information."

Danielle Kennedy - Reception Team Leader
St James Surgery Bath

"The team were very personable and helpful. They were happy to take direction from us and work around the surgery's busy schedule and made the process of upgrading smooth sailing."

Martine Bloom - Administrator
Newbridge Surgery

"All HC engineers on site were extremely polite and helpful and made sure everything was completed to our satisfaction. Much appreciated."

Judy Robinson - Practice Manager
Harptree Surgery

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