

Quality *Time*

An insight into how our processes and focus on quality ensure your patients get the instruments they deserve, whilst your hospital gets value for money.



Proud to be
a family-run
British company

SMART REPAIR

SURGIFIX
ONLINE PORTAL

“Quality is never an accident.
It is always the result of
intelligent effort.”

John Ruskin



**WE ALL HAVE AN
ETHICAL DUTY
TO REFURBISH
OUR MEDICAL INSTRUMENTS**

Excellence, Skill, Passion
Delivered globally, from Southend-on-Sea



Using correct manufacturing techniques in repair

Induction brazing is a process where we use a filler metal to join two or more pieces of metal together, to form a strong, leak-proof joint. We use this process for our needle holders, both when manufacturing new and conducting repairs.



Example from the shop floor



Induction brazing ensures only the area required to be heated up is affected, thus not damaging temper of the needle holder throughout. This means the instrument will last longer.



Other companies use silver solder, which over time develops holes therefore losing stability and strength.



This is not a common process for repairs but our ethos is to repair instruments to as-new condition, which is why we do so.



The Surgical Holdings
difference is **clear cut**

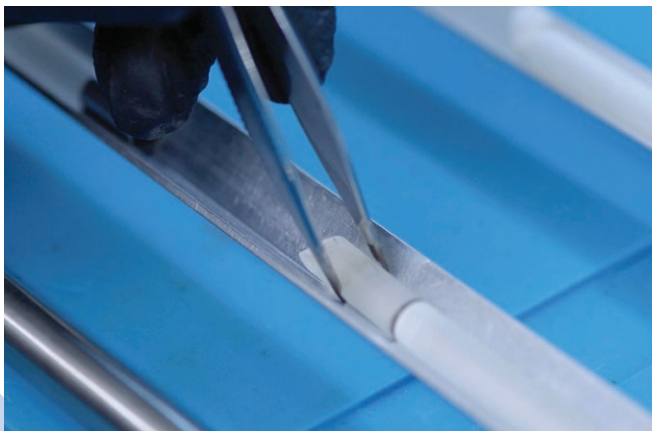
Education

Surgical Holdings have instrument heritage dating back to the early 1900's. This experience has provided us with **unprecedented knowledge.**



We're passionate about what we do and are keen to pass that wealth of knowledge onto our customers. We believe it is important to educate and train others, to help them get the most out of their instruments and so they last for many, many years.





Scope Audits

Is your scope suitable for use? Think **TWICE**

TIP

Check the tip of the endoscope for sharpness and any type of damage to the tube such as dents and cracks

WINDOWS

Make sure the windows at the tip and eyepiece are free from dirt and cracks

ILLUMINATION

Hold the scope lightpost to a light source to see if the output is bright and clear at the tip

CLARITY

Look through the eyepiece, is the image clear and free from shadows, dots and lines

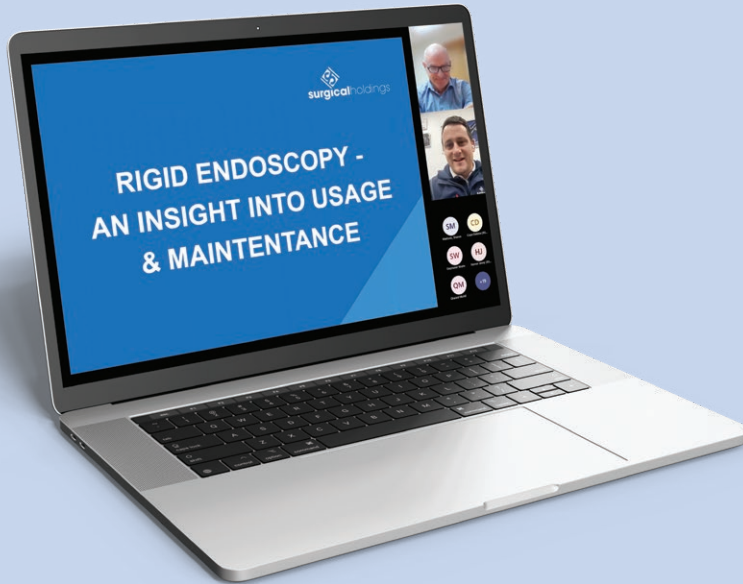
ENVIRONMENT

If you think twice and the endoscope isn't suitable for use then think of the environment and repair instead of replace

Can we help with your auditing?

We will provide a comprehensive report on the condition of scopes inspected and advice on how to avoid unnecessary repairs.

Education



CPD Webinars

We also offer CPD accredited webinars, to boost your ongoing learning and help with your revalidation

This includes our new module on the **Quality Checking of Rigid Endoscopes**, without the need for expensive checking apparatus. We introduced this module following feedback from stakeholders in sterile services and theatres.

Our team have designed a training SOP that can be integrated into your internal QMS systems, covering the different faults we see and how they can be identified.

Once the training module is completed, you will then be issued a certificate directly via CPD. We'll leave you competently trained and externally accredited, so you can then train other staff members.

We are looking forward to working with you and sharing with trusted training model so please get in touch for more information.



We also host a series of educational webinars featuring guest speakers and industry professionals





Promoting education;
sharing knowledge and
offering training
opportunities

CPD Training workshops

We offer training workshops on site at hospitals or at our facility, where we:

- Show you the difference between poor quality and high quality instruments to help you make the right choices when purchasing
- Train you on cleaning and maintenance to help keep your instruments in good condition
- Walk you through our repair and refurbishment processes, so when the time comes you'll know exactly how your instruments will be cared for



Come and see our
strong family ethos in
action at our premises in
Southend-on-Sea, Essex

**See page 18 for details on
our workshop tours**



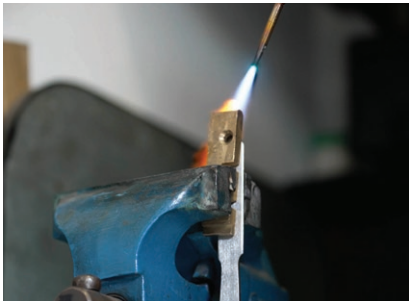
The repair process

A surgeon's instruments need to perform in symphony with the surgery performed, as an extension of the Surgeon's hand. Instrumentation needs to therefore be maintained, to ensure this relationship is flawless.

We understand the pressure that comes with tight budgets. A cheap repair price can be tempting but it's important to understand why some companies offer such a low repair price.

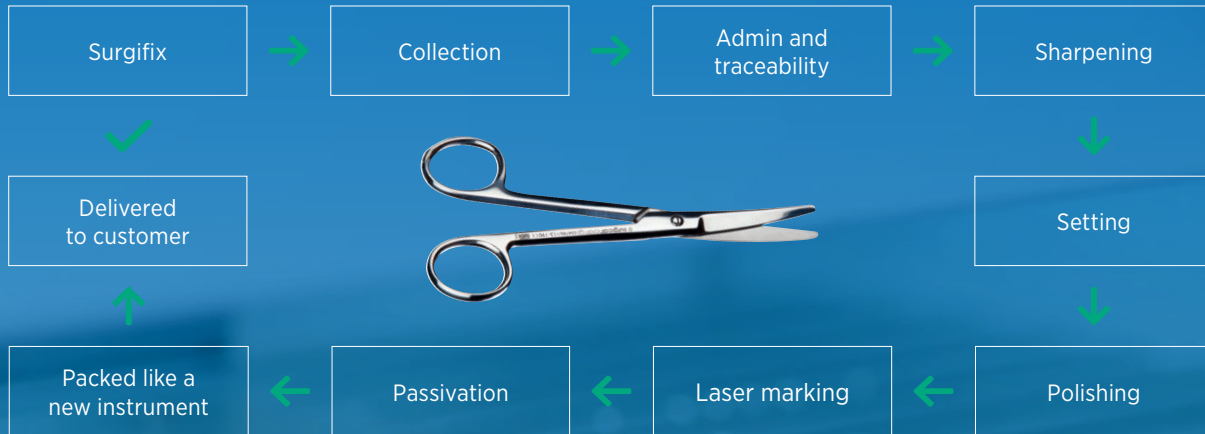


Sometimes a cheap price can come at a high cost



The Surgical Holdings ten step process for scissors

Our price of a scissor repair covers:



Every part of this process is important in order to repair the instrument to **‘as new’ condition**

Quantifying quality

We asked the Cutlery and Allied Trades Research Association (CATRA), to run independent testing to compare a pair of scissors we repaired and a pair of scissors repaired using non OEM manufacturing techniques. CATRA assessed cutting performance and durability in their laboratory, these are the results.

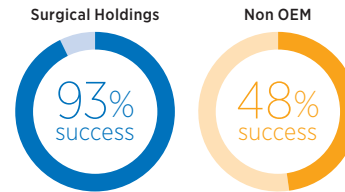


INDEPENDENT
QUALITY
TESTING

Cutting efficiency of scissors, repaired then supplied for testing

Scissors were tested with testing material on arrival at Catra. They were then opened and closed 5000 times on Catra's purpose built jig and retested. Results are on the next page.

Pass rate after 5000 cycles



94% improvement
from Surgical Holdings repaired scissors

In-house testing

We know your busy sterile services department may not have time to test repaired instruments before use, so you need to be completely confident in your repair company.

Our in-house testing is standardised to German DIN testing materials, giving you peace of mind that your freshly repaired instrument has been returned to you in as new condition.



British Standard testing to the **BS 5194 series**

See page 16 for details



See the Surgical Holdings difference for yourself

Not every company will do a good job of repairs. Our sales reps can show you the difference in quality of an instrument repaired by non OEM standard repairs vs a Surgical Holdings repair.

★★★★★
In house testing
to International
standards


You can be
confident in our
repair quality

Accreditations and standards

Reassurance that all our manufactured instruments are produced to the very highest standards, giving long-term value for money.

ISO 7153 accredited

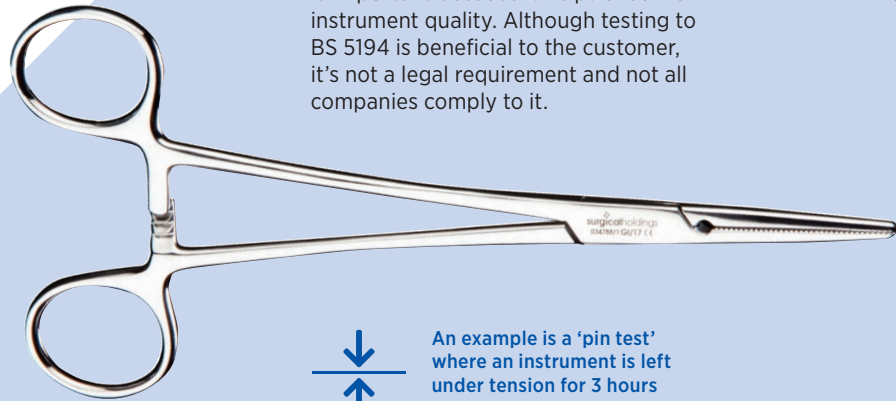
ISO 7153 is the international standard for stainless steel used to manufacture surgical instruments and all our instruments adhere to this. Any sub contractors we may use also adhere to these standards and we do undertake due diligence by testing the compositions of the steel.

Instruments are Rockwell tested, to ensure they meet the correct hardness levels, to ensure they are fit for intended use.



Tested to BS 5194

Our new instruments are all tested to BS 5194 which is the standard range for instruments. This thorough testing is important because it helps check for instrument quality. Although testing to BS 5194 is beneficial to the customer, it's not a legal requirement and not all companies comply to it.



An example is a 'pin test' where an instrument is left under tension for 3 hours then checked for cracks

Markings

All Instruments are either CE marked and/or UKCA marked where appropriate.



Expertise and quality
only come with **practice,**
practice, practice

Workshop tours

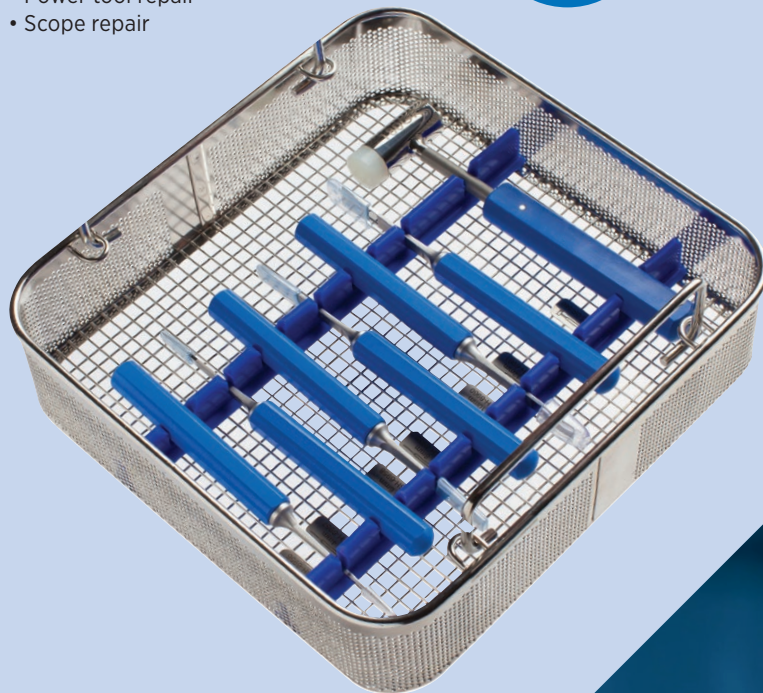
Want to see our **strong family ethos** in action at our workshop?




Our 24 hour promise means you can drop in on us at short notice for a guided tour. No grand clean up or special planning will be needed - we're confident for you to see us as we really are.

Pop in any day and you'll see:

- Instrument manufacturing
- Ortho implants manufacturing
- Instrument repair
- Laparoscopic instrument repair
- Power tool repair
- Scope repair



Thank you for taking the time to read this document, we hope you found it informative.

 To discuss any of these matters in further detail please contact your Surgical Holdings representative



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