

Safety In Numbers

Celebrating **35 years** | **50+** employees | **10,000+** products

Excellence, skill, and passion from our amazing team.
That's what makes the Surgical Holdings difference.



Proud to be
a family-run
British company

“When love and skill
work together, expect
a masterpiece.”

John Ruskin



WE ALL HAVE AN
ETHICAL DUTY
TO REFRUBISH
OUR MEDICAL INSTRUMENTS

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



A British manufacturer

Surgical Holdings is a family run business based in the **Essex city of Southend-on-Sea**, established for 34 years and counting.

Although we pride ourselves on good old-fashioned customer service, when it comes to technology we are at the cutting edge. We regularly invest in new machinery to help improve quality and reduce turnaround times.



Over £250k capital invested over the last 2 years, including:

- State of the art efficient ultrasonic cleaning and passivation line
- Increased laser welding capacity
- Increased laser marking capacity
- Expansion of scope repair lab, to double the footprint
- New premises acquired, for storage and despatch improvements
- Expansion of surgical instrument workshop, including 5 new technician benches



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



Teamwork makes the dream work

Each one of our close-knit team is treated as a valued family member. We believe this is why we attract only the best people and why our team members stay with us for many years, learning new skills and building lasting careers.

Cheaper products may be available, however, it's the value we deliver that retains our customers'. This comes through skill, expertise and ethics. We're committed to ensuring labour standards are monitored and improving through our extended supply chain, the wellbeing of our staff is at the forefront of what we do.

This pays back to our customer with the highest care and attention in what they do, in manufacture, refurbish and repair. This allows us to contribute to the social value of our local area by training and employing more excellent people.



Social Value

We're investing in our local economy in Southend-on-Sea, training the next generation of instrument makers and medical device professionals!

We're a growing company employing over 50 people, which makes us the **largest independent manufacturer and repairer of surgical instruments** in the UK.



Labour standards

An independent body audits every one of our key suppliers to ensure good working standards are met. We're proudly at the highest possible level of the Labour Standard Assurance System (LSAS).



Manageable workloads

We carefully but confidently take on more staff when we need to. This means our employees have a manageable workload which they can carry out to the high standards we adhere to.



Company history



Circa 1910

George Poole sets up a successful business making high quality surgical instruments. George educates his two nephews in the fine art of surgical instrument crafting, and this passion filters its way through the family.



1963

Fred's son, Philip Coole, begins work as a surgical instrument maker.



1990

The business moves into its current premises on Parkside Centre. Phil is now joined by colleagues from McCarthy Medical: Terry, Geoff and Mark.



1988

Philip Coole founds Surgical Holdings, originally named 'Scissor Happy' repairing scissors and manufacturing for the trade, as a contract manufacturer for surgical and veterinary instruments including bespoke instrumentation.



Circa 1940

George's nephew Fred Coole, begins his own ophthalmic business before joining MacCarthy Medical in the 60's.



1998

Surgical Holdings achieves first accreditation to ISO 9001. The business grows, extending into unit 9.



2002

Utilising the skill and expertise of our manufacturing staff, Surgical Holdings starts working directly with some NHS and private hospitals.



1999

Surgical Holdings received accreditation for CE Marking of Kirschner Wires and Steinmann Pins. Quality team at that time was Geoff Dagnell and Daniel Coole.

1995

Philip's son Daniel Coole, joins the business as an apprentice.



2007

Our first sales team member is employed, initially covering the whole UK. Our first catalogue launches, an essential resource for all potential customers.



2009

Surgical Holdings takes part in first exhibition, Royal College of Gynaecologists and Obstetricians in Belfast.

2006

Philip changes position to Chairman, while Daniel Coole takes the helm as Managing Director.



Then...

Dan, Luke, Reece, James and Dean



2012

Expansion of our sales team continues, now covering the whole of England, Scotland and Wales.

We also exhibited at the huge Medical Device Conference in Germany, Medica; announcing ourselves as a worldwide surgical instrument and orthopaedic implant brand, securing business relationships in New Zealand, Australia, Netherlands and Ireland.



2010

Surgical Holdings wins "Best Innovation in General Surgery" at the AfPP2010 Innovation Awards for the Whitlow Retractor.

2008

School friends Luke, Reece and James join the team as keen apprentices. Surgical Holdings commences with instrument service and repair, to support growing demand for high quality device repair.



2015

Surgical Holdings successfully applies for design protection of our duo surface finish design for our reusable instrument range.



2017

Rigid Endoscope Repair Workshop opens, appointed with innovative technical equipment to facilitate the highest quality repairs. Our export base continues to grow, with appointment of a key partner in Malaysia.

We start working with one of our key brands Symmetry Surgical, bringing products like the Bookwalter Retractor and the Thomas Codman instruments to our customers.



SURGIFIX ONLINE PORTAL

2019

Surgifix is made available to customers for the first time, as our repair service is merged and identified as SMART REPAIR, giving customers unique dashboard access.

Version 4 of our catalogue is published.

We exhibit at Medica, this time promoting our rigid endoscope repair service for our export marketplace.

2014



Surgical Holdings wins Business to Business Award: Best Small Business in Southend.

The capacity of the business grows, with the purchase of unit 7.

Surgical Holdings achieve accreditation to the Labour Standards Assurance System.



2016

We begin working with operating rooms in Northern Ireland, extending our sales coverage across the whole of the UK.



2018

Our focus on quality continues, as we appoint a new quality manager to drive the business forward.



SMART REPAIR

2020

With success from our Surgifix platform, SMART REPAIR is put to the forefront, tying in with our company focus of sustainability and ethical duty. This unique repair service promises to replace an instrument with a new one if we can't repair an instrument to 'as new' condition.

We complete the 5000th in-house



2021

Orthopaedic Power Tool Repair Workshop opens, offering repair of Large Bone Battery Hand Pieces.

Surgical Holdings Accredits their first CPD approved workshop for continuing professional development in Surgical Instruments and medical devices.

Employment of our first marketing executive, to support customers and our sales team.



2021

At the present day, our once apprentices are now established as Operations Manager, Assistant Factory Manager, and our most specialist Repair Technicians.



And now...

Dan, Luke, Reece, James and Dean

Promoting education; sharing knowledge and offering training opportunities



2022

We establish our modern day driven themes and company values, putting education at the forefront to trainees, apprentices, graduates, and industry enthusiasts.

We also expand our premises into neighbouring unit 10 following Southend gaining a city status.

Investment in new state-of-the-art cleaning line, and laser marking machines.

Appointment of additional sales team member in South East & London and Scotland.



Established a partnership with TrustLinks, South East Essex's local independent charity for mental health and wellbeing.

Successful recertification audit for ISO 13485 and CE Marking for orthopaedic implants.



We have successfully launched our CPD Training Procedures including our Think Twice Educational Programme, enabling our qualified Representatives to host Rigid Endoscope Fault Identification training courses and conduct Scope Audits.



SOCIAL VALUE

Looking ahead

We continue to invest and train our instrument makers of the future.

Our team continues to grow, with us now employing 50 people in our Southend city base, enabling us to support our customers' needs and further invest in the company's Social Value.

Customers are valuing British made instrumentation, as we strive to support NHS and private hospitals to recover from waiting lists as a result of Covid.

All our company vehicles for representatives are either fully electric or hybrid.



Proud to be a family-run British company

Surgical spirit

Although we have significantly expanded our workforce due to our recent growth, many of our staff have been with us for 10+ years. This is testament to the training, respect and care we give every member our team. In turn, for you, this means consistency of quality and dealing with motivated staff who genuinely want to do their best you.



We've also been working with many of our customers for over 20 years, proving that a happy team with a core of long-term employees is best for you too.



Trust Links is South East Essex's local independent charity for mental health and wellbeing.

They offer therapeutic gardening, recovery classes, social activities, employment training, and more to people living with mental health conditions. Supporting around 1,500 people in Southend, Castle Point and Rochford each year.

Surgical Holdings are proud to support this amazing charity through Foodbank initiatives, support with member events and volunteering projects.

Reliable and experienced

Our team consists of experienced senior technicians and talented apprentices who work closely together. Not only are we providing excellent service now but the next generation is being trained by the very best of today's.

Surgical Holdings are supporting NHS ambitions for net zero by 2050 and are currently compliant with PPN 06/20-22, proactively modelling our business on Circular Economy principles.



Strong relationships with suppliers

We have a long established resilient supply chain for instrument forgings and manufacture assistance. This is strictly controlled through materials, the specification and patterns for all our products. Our trusted, extended team allows us to pull in highly specialist skillsets when needed whilst still being confident of the quality of the work.

Our company values:



Our talented staff manufacture bespoke instruments and can make anything you need, in-house



Another string to our bow

What have we got in store for you?

Customers rely on us to ship the most popular products out quickly, so keeping these in stock and safely stored is crucial. We have five separate storage areas to ensure delicate instruments are organised and protected.

Our newest storage solution is for sterile Kirschner wires, where we utilise Pallite cardboard racking. Constructed using honeycomb cell technology, these are strong, durable and a more environmentally friendly option.

We always practice what we preach and we are mindful of our impact on the environment. The small changes we all can make add up to a big difference.



SURGIFIX 
ONLINE PORTAL

Cutting edge technology

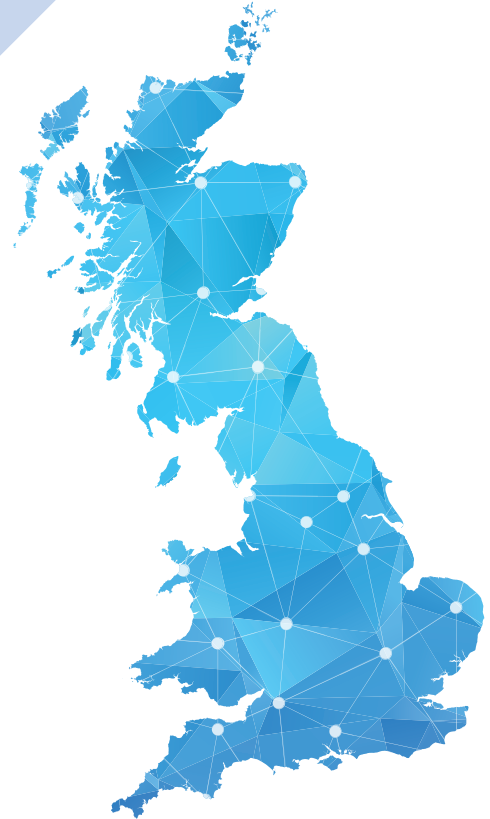
Our bespoke logistics database facilitates stock control, quote management, invoicing and all other administrative functions, including our online portal, Surgifix.

This technology helps free up some of the time we would have spent on admin, meaning we can focus more on our customers' needs.

Sales team

Our outbound sales team, which cover the entirety of the UK, have a wealth of industry experience and knowledge. Each dedicated member is located strategically within an area to suit the needs of the hospitals we service, and each representative is your neighbour.

We only employ people with a can-do attitude and this message is carried throughout our sales team.



Our manufacturing partners

We're proud to be approved UK suppliers of the top global brands in surgical instruments, giving us access to thousands of both big-name and some of the more obscure, but nevertheless important, instruments.

Our strong relationships with these businesses go back many years. This means we can provide you with quality instruments from the brands you know, at very competitive prices.



Education



CPD Webinars

We 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



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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