



SMART

## SMART Repair Service

Instruments, Endoscopes, Power Tools, Full Set Refurbishment



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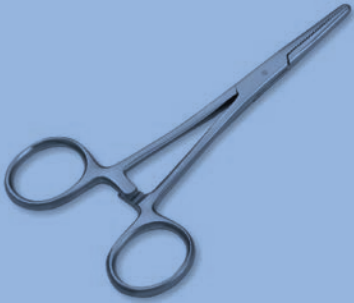
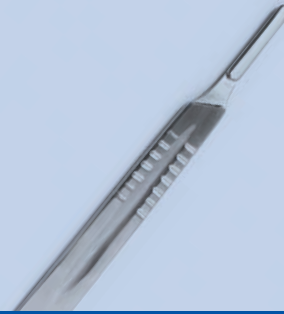
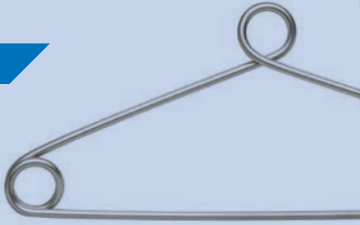
If you have any questions about the issues raised in this booklet,  
please contact your Surgical Holdings representative for  
more information on +44 (0)1702 602050

This booklet has been compiled to help theatres, sterile services and medical engineering departments manage and care for surgical instruments in a cost effective way, to ensure patients receive the highest level of care and surgery.

Surgical Holdings is a family business, and the repair workshop is based in the instrument manufacturing facility in Southend-on-Sea, close to London and 5 minutes from Southend Airport. We are accredited to ISO 13485.

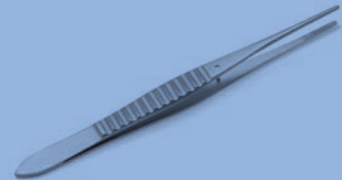
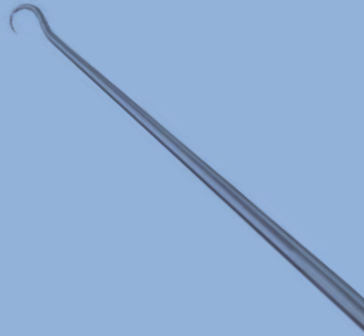


We understand that problems with instrumentation including breakages, incomplete or out of service can be expensive and cause frustrating delays. This guide will provide some useful solutions to help best manage these valuable products, and help prevent unnecessary expenditure.



# SM<sup>o</sup>RT

Surgical Holdings have the very  
highest standards of repair and  
our quality is second to none



## What is SMART?

Our service is the SMART choice - rather than incurring spikes in cost as instruments reach the end of their life, Surgical Holdings will identify those and replace them for the same price as the repair. Customers always know what they're paying, and never get unexpected bills.

We repair instruments to BS5194 where possible, OEM specification in accordance with the recommendations laid out in MHRA 'Managing Medical Devices,' ensuring CE marking remains valid.

## What Do Customers Get With SMART?



### ONLINE PORTAL

Book, manage and monitor repairs online. Direct access to communicate with the repair team keeps customers up-to-date with the progress of their repairs.



### REPAIRED

High quality materials are used, providing full traceability as every part is recorded. Replacing instruments is avoided wherever possible.



### TESTED

Independent testing helps benchmark repairs against industry standards.



### UPCYCLED

If an instrument is not to our high standards or we can't repair it, we will replace it with a brand new one for the cost of a repair\*. This ensures continual upcycling of instrument trays.



### MARKED

Instruments can be laser marked, encoded and GS1 2D matrix marked at the same time as a repair.



### ACCREDITED

Repairs are ISO13485 accredited.



### GUARANTEED

Customers receive an industry leading 18 months warranty as standard on all instrument repairs.



### INSURED

We carry full product, professional liability and transit insurance.



### DELIVERED

Standard turnaround times are 1 week, an express 2 day service is available.



### LIFE COST SAVINGS

Instruments are covered for life and will be repaired as many times as needed. This gives exceptional value for money over the lifetime of instruments.

## The Benefits of SMART



Our technicians carry out a minimum apprenticeship of 5 years – being some of the most skilled in the country

Instrument repairs elsewhere may be cheaper, however, the quality of SMART is second to none. Our technicians are trained to manufacture instruments rather than simply repair them.

We repair instruments to 'as new' condition as many times as we can. When we can't repair an instrument, we will replace it for the price of a repair. This not only saves money, as instruments aren't bought as often, but it also means instrument trays can be repeatedly upcycled.



The Kerrison rongeur is one of the most complex instruments we manufacture

Over the instrument's lifetime, SMART is the



**CHEAPER**



**EASIER**



**BETTER QUALITY OPTION**





Our technicians  
manufacture  
instruments  
from scratch...



...which is vital  
when knowing how  
to effectively service  
and repair them



So customers  
have complete  
confidence in  
the quality of  
our work

### SMART: Quality, Good Surgery Outcomes, Patient Safety and Saving Money

- ✓ High quality service throughout
- ✓ Highly skilled, experienced, technicians
- ✓ Upcycling for instrument trays
- ✓ Genuine long term value, rather than a 'quick fix'
- ✓ Our Repair or Replace Promise offers replacement for cost of repair (see page 8)
- ✓ Surgifix Repair Portal designed to make managing repairs easy and quick (see page 14)
- ✓ Essential Replacement Instrument Packs (see page 10)



## Repair or Replace Promise

We want to ensure hospitals get the



AND



**SAFEST**

**BEST**

possible products

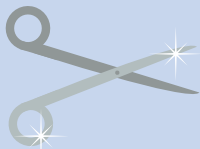
whilst



**AVOIDING COST SPIKES**

on repairs and replacements

That is why...



**'AS NEW'**

**OR REPLACED**

...if our skilled technicians are unable to repair a surgical instrument to its original 'as new' condition or better then we'll replace it with a new one\*



**TOP 50 PRODUCTS**

This commitment applies to the 50 most used and repaired products, listed on the next two pages. We call it our **'Repair or Replace Promise'**



## Our Repair or Replace Promise applies to our top 50 products:



Code	Description
SC-GI/008	Halstead Mosquito Forceps Standard Curved 125mm (5")
SC-GI/354	Ramsey Sponge Holding Forceps Straight, Serrated Jaws 241mm (9 1/2")
SC-PM/007	Scalpel Blade Handle No. 3
SC-GI/344	Spring Clip, Serrated, S/S For Fixing Splint Slings & Towel Clipping. 6.3cm Wide
SC-GI/037	Spencer Wells Artery Forceps Straight, Serrated Jaws, 185mm
SC-GI/351	Ball & Socket Towel Clip 115mm (4 1/2")
SC-GI/007	Halstead Mosquito Forceps Standard Straight 125mm (5")
SC-GI/043	Dunhill Artery Forceps Curved 127mm (5")
SC-GI/035	Spencer Wells Artery Forceps Straight Serrated Jaws 127mm (5")
SC-PM/008	Scalpel Blade Handle No. 4
SC-GI/356	Mayo Instrument Pin 15.2cm (6")
SC-PL/052	Gillies Dissecting Forceps, 1-2 Teeth, 152mm (6") 1.5mm Jaw
SC-GI/275	Littlewood Tissue Forceps 2-3 Teeth 190mm
SC-GI/355	Mayo Instrument Pin 10.2cm (4")
SC-GI/133	Dressing Scissor Straight Blunt/Blunt 130mm 5.175"
SC-GI/476	McIndoe Dissecting Forceps. Serrated. 152mm Long
SC-OP/030	Thomas Strabismus Scissor 11.4cm (4.5") Long Curved.
SC-GI/009	Halstead Mosquito Ultrafine Haemostatic Forceps, Full Curved, 125mm (5")
SC-GI/215	Mayo-Hegar Needle Holder Tungsten Carbide Gold Bows 185mm
SC-GI/257	Adsons Dissecting 1-2 Teeth Forceps 127mm 5"
SC-GI/134	Dressing Scissor Straight Blunt/Sharp 130mm 5.175"
SC-GI/409A	Mayo Scissors Straight 16cm. Stainless Steel
SC-GI/035	Spencer Wells Artery Forceps Straight Serrated Jaws 127mm (5")
SC-GI/037	Spencer Wells Artery Forceps Straight, Serrated Jaws, 185mm
SC-PL/065A	Gillies Skin Hook 190mm Long, Standard



We don't set out to be the cheapest. We look to provide the best, long-term value through our service.



IF WE CAN'T REPAIR IT...



WE'LL REPLACE IT\*

## Our Repair or Replace Promise applies to our top 50 products:

Code	Description
SC-GI/135	Dressing Scissor Straight Sharp/Sharp 130mm 5.175"
SC-GI/220	Halsey Needle Holder Straight Tungsten Carbide Gold Bows 130mm
SC-GI/355	Mayo Instrument Pin 10.2cm (4)
SC-GI/224	Mayo Needle Holder Stainless Steel 159mm (6")
SC-GI/055	Kocher Artery Forceps Straight 1-2 Teeth 203mm (8")
SC-GY/031	American Pattern Umbilical Scissors, 102mm (4")
SC-GI/336	Langenbeck Retractor Single Ended 22mm (0.875") X 6mm (0.25") Blade
SC-GI/054	Kocher Artery Forceps Straight 1-2 Teeth 185mm
SC-GI/036	Spencer Wells Artery Forceps Straight, Serrated Jaws, 159mm (6")
SC-GI/350	Ball & Socket Towel Clip 89mm 3 1/2"
SC-GI/150	McIndoes Scissors, Curved On Flat 185mm
SC-PL/072	Syringe Cartridge
SC-OP/032	Iris Scissor Straight 10.2cm (4") Long.
SC-GI/407	Metzenbaum Scissors Cof 18.5cm (7.25") Long.
SC-GI/276	Babcock Tissue Forceps Serrated Jaws 160mm
SC-PL/056	Kilner Retractor, Double Ended, 152mm (6") Cats Paw
SC-GI/272	Allis Tissue Forceps 3-4 Teeth 152mm 6"
SC-GI/348	Backhaus Towel Clip 89mm (3 1/2")
SC-GI/070	Roberts Artery Forcep Curved On Flat. Screw Joint. 230mm 9"
SC-OP/032A	Iris Scissors Straight Sharp/Sharp 115mm Long.
SC-DIA/042	Bipolar Forceps, Straight - 1mm Medium Tip 178mm (7")
SC-DIA/041	Bipolar Forceps, Straight - 1mm Medium Tip 152mm (6")
SC-DIA/004	Diathermy Dissecting Forceps 15.2cm (6") Serrated
SC-DIA/005	Diathermy Dissecting Forceps 17.8cm (7") Serrated
SC-GI/337	Langenbeck Retractor Single Ended 45mm (1.75) X 13mm (0.5") Blade



### Save money with our Essential Replacement Instrument Packs

The most common instruments are often the ones that get overlooked and deteriorate over time. Theatres can get the best quality instruments at a great price with our Essential Replacement Instrument Packs.

Choose 5 of our Top 50 products and order 10 of each to receive a special discount. To order email [info@surgicalholdings.co.uk](mailto:info@surgicalholdings.co.uk) or call **+44 (0)1702 602050**



**IF WE CAN'T REPAIR IT... WE'LL REPLACE IT\***



## Power Tool Repair

We repair all major power tools, including: Dyonics, Synthes, Sodem, Linvatec, Codman, Hall Zimmer, De Soutter Medical and Stryker.

We also repair electric cords, consoles and rechargeable batteries, including refurbishment with Ni-Cd elements replacement, contacts recondition and sealing. Electrical contacts, screws and shell can also be replaced.

## Pneumatic Tools and Hose Repair

All common brands repairs, including Stryker, Synthes, Hall, Microaire and De Soutter. All dental tools can be repaired, including bearings and rotor replacement.

We also repair Phaco Handpieces and Ultrasound Handpieces.

Consultation and tray checking either in person, if health and safety permits, or via video conference



## SMART Repair Process



Request a collection by contacting Surgical Holdings or by using the Surgifix Repair Portal



Complete paperwork, pack the decontaminated instruments and call Surgical Holdings to arrange a courier or sales representative collection



Quotation is raised



Provide purchase order details to Surgical Holdings



Instrument is repaired, polished, laser marked for traceability and passivated

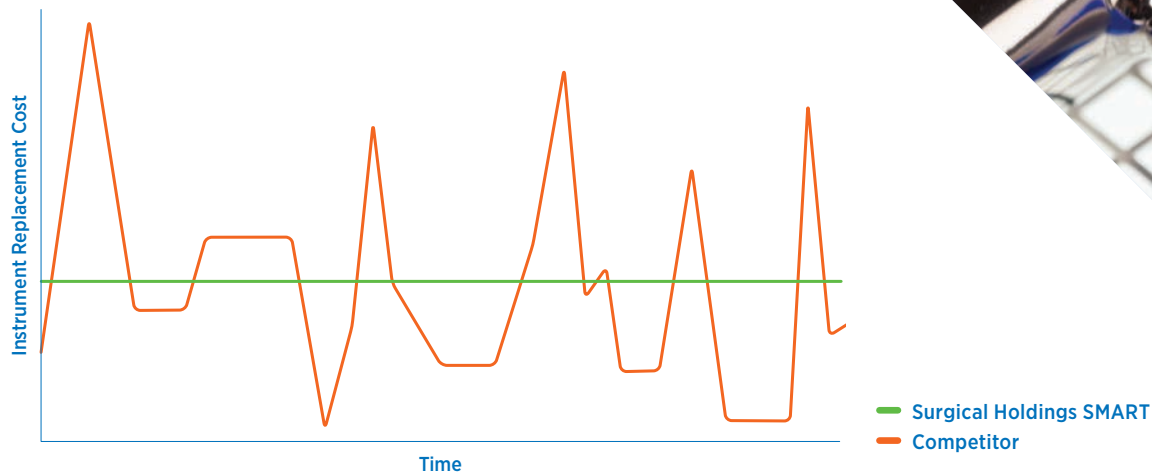


Returned by courier within 7 days, with a repair report (for scopes & air tools)

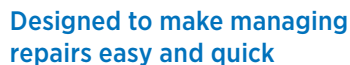
Our expertise means that instruments can be modified or remanufactured if required. Customers can also receive training, participate in factory visits or simply call their local representative for guidance with instrumentation or management.

## Avoid Cost Spikes on Repairs

Hospitals which don't have set price replacements on basic instruments, will see big spikes in what may seem to be cheap repair prices.

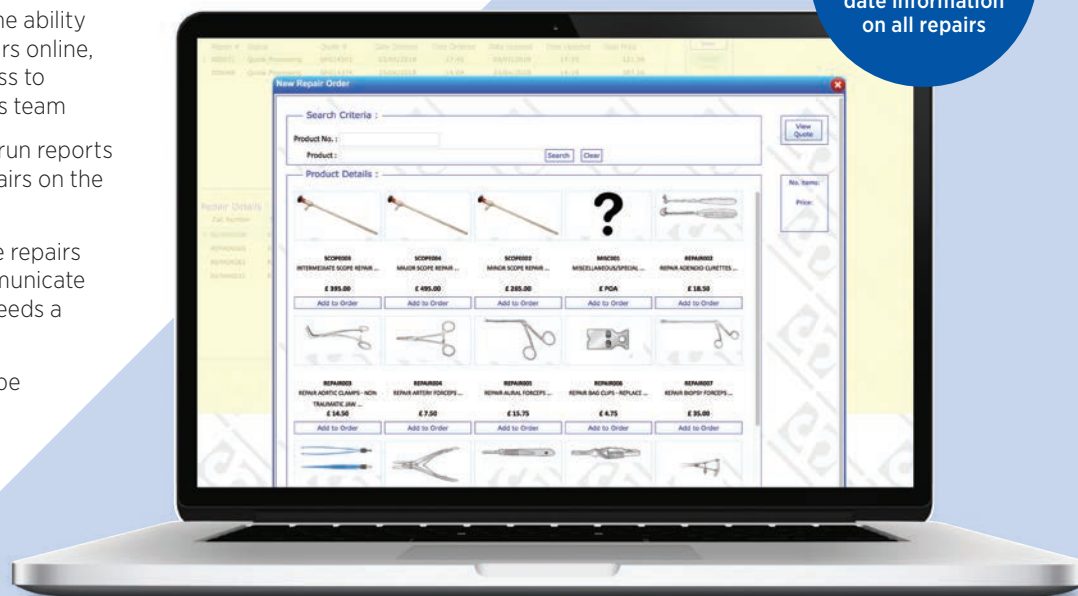


Graph shows the consistent cost of SMART vs the volatile cost spikes of replacing instruments on an adhoc basis



- ✓ The only company offering the ability to manage and monitor repairs online, giving customers direct access to communicate with the repairs team
- ✓ Customers can view pricing, run reports and view the progress of repairs on the **Surgifix Repair Portal**
- ✓ Instant notifications allow the repairs team and customers to communicate seamlessly regarding what needs a repair or refurbishment
- ✓ Training is available and can be done by video link if required

**+**  
Any easy to use system with up to date information on all repairs







### View pricing and create quotes

These can be printed or saved



### Receive instant automatic notifications

Allows the repairs team to know what needs repairing and ultimately saves time and effort when managing repairs and refurbishments



### Run reports



### View live progress of repairs



### View historical endoscope repair reports



If we can't repair an instrument, we'll replace it for the price of the repair



## Endoscope Repair

All major brands of rigid endoscope can be repaired at Surgical Holdings workshop in Southend-on-Sea. Using the latest optical technology, Surgical Holdings' highly skilled and experienced technicians will return scopes to the manufacturer's original specification. All parts are brand new and have full traceability.



**18 month guarantee on the repair**



**OEM optical specification followed where possible**



**Personal collection and delivery**



**Laser welding for sheaths**



**ISO 13485 accredited**

As recommended by MHRA\* advice around endoscope storage and care



**Free educational visits to our scope workshop**

See all our repair facilities



### Proactive Management of Endoscopes

Surgical Holdings can set up and manage a 'check and repair' service for rigid endoscopes. This ensures scopes are regularly checked, refurbished, repaired and maintained to a high standard. We will catalogue scopes and create a maintenance schedule.

\*MHRA 'Managing Medical Devices' – April 2016

+  
We also  
repair the  
**Olympus  
ENDO-EYE**



**Maintenance  
scheduled**



**Collected  
and checked**



**Repaired and  
refurbished**



**Return by courier or hand  
delivered within 7 days**



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## Endoscope Re-fibre

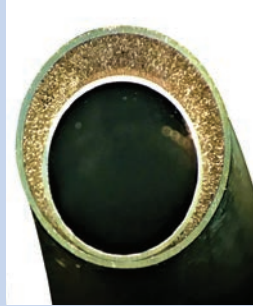
Surgical Holdings manufacture their own fibre bundles in house. We cover small and larger diameter scopes and only use high quality German fibre optic material and stainless steel tubing.

### Quality components, globally sourced:

- ✓ Medical grade stainless steel tubing
- ✓ German engineered new glass fibre
- ✓ New fibre cone as standard
- ✓ New solderable sapphire distal window
- ✓ New light post colour ring
- ✓ New objective in 95% of cases
- ✓ Replacement 'O' ring to prevent leakage



Before repair



After repair



## Bookwalter® Servicing and Repairs

We repair and refurbish Bookwalter® retractors to make them look as good as new. We will also perform tests to ensure the retractor is functioning correctly and provide a report.



### A higher quality repair service

Our skilled technicians are trained to manufacture the instruments, not just repair them. We feel this is essential in order to repair surgical instruments correctly to OEM standards.

## Instrument Refurbishment

Refurbishing  
instruments  
can save up to  
**80%**  
of the cost of buying new,  
with compelling evidence to  
demonstrate effectiveness

Independent research<sup>1</sup> showed that instruments refurbished by Surgical Holdings had a 4x reduction in the amount of residual protein.

—

The smooth and polished surface has an increased cleaning efficacy, and all refurbishments come with a 18 month warranty as standard. Standard turnaround times are 1 week, and an express 2 day service is available.

Reference: <sup>1</sup> Data available on file.



“

*The refurbishment of the theatre sets has allowed high usage instrumentation to be brought back up to a standard equal to new, this has been met with appreciation from theatre staff and has ensured clinical requirement for sets has not been compromised.*”

**Fraser Bishop, Facilities Clinical Services Manager Trust Decontamination Lead,  
North Devon District Hospital**



## **Proactive Management of Instrumentation**

Surgical Holdings can set up and manage a refurbishment programme for instrument sets. This ensures all instruments are regularly checked, refurbished, repaired and maintained to a high standard and protein tested where required.

By developing a rolling refurbishment programme, hospitals can ensure that theatres are as efficient and effective as possible. Sets will comprise of instruments that perform as expected, they will be complete, working and available when required.

Proud to be a family-run,  
British manufacturer based  
in Southend-on-Sea, Essex,  
trading for over 30 years



## Our new catalogue has now launched

With thousands of products,  
ranging from common instruments  
through to specialist devices.  
Products are easy to find,  
many available in various sizes,  
and can be distributed quickly.

**Order your copy today at**  
**info@surgicalholdings.co.uk or**  
**by calling +44 (0)1702 602050**



Questions about the issues raised in this booklet?  
Contact your Surgical Holdings representative



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