

Working in close partnership with our customers, we manufacture innovative and bespoke instrumentation.

We have over 50 years of knowledge and experience in our workshop. Our team of highly skilled technicians undertake a minimum apprenticeship of 5 years and are trained to manufacture instruments, rather than just repair them. This gives us 360 degree understanding of the challenge and the importance of correctly functioning medical devices.



We care immensely about the work we do, never forgetting that instruments we create and repair are responsible for saving lives.

We insist on controlling the quality of every item we manufacture, from the materials used to the rigorous procedures we apply to testing. Our range of supporting products are serviced and repaired in-house, ensuring we are always able to exceed our customers' expectations.

Customers can receive training, participate in factory visits or simply call their local representative for guidance with instrumentation or management.

Skill-sharing has been at the heart of our business for four generations and we frequently arrange workshops and attend events at which we can educate others.

Quality Assurance

We are an ISO 13485 accredited company.

Our comprehensive quality management system is in accordance with the requirements of the Medical Device Directive 93/42/EEC - Annex I & II, for temporary orthopaedic surgical implants - skeletal pins, wires, staples, guide wires - and all associated instrumentation.

All Surgical Holdings products undergo rigorous testing and inspection to applicable harmonised standards before leaving the factory. We offer CE marking on all Class I instrumentation, Class IIa and IIb implants, and can provide certificates of conformity for all materials used. Complete traceability throughout all aspects of the production process provides our customers with a fully documented quality control system.

All instrumentation carries a lifetime guarantee from the date of purchase on any fault found as a result of poor materials. This warranty is void, however, if repairs are carried out by anyone other than Surgical Holdings repair personnel, or if it is deemed to have been misused.

Please contact us or visit our website for current reprocessing instruction.



About Us

Surgical Holdings is a family run business, established for 30 years and counting. Based in Southend-on-Sea, we are an Award-winning British Surgical Instrument Manufacturer and Repairer, facilitating Sustainability in Surgery; through our range of Reusable Instruments and Laparoscopic Instruments, of which can be serviced in-house by our experienced and specialist technicians. Our Smart Repair service for Rigid Endoscopes and our 'as new' full Surgical Tray Refurbishments, save 50% in CO2 vs buying new. We also distribute key industry brands, including the Bookwalter Retractor.

Our **Mission** is to sustainably manufacture, service and distribute medical devices for the UK healthcare sectors and export partners worldwide. Expertly working to our specialisms, whilst promoting education and continual development of our employees, we maintain our dedication to our safety, unique skill, products and services.

Surgical Holdings' **Vision** is to be recognised by our stakeholders as the most passionate, authentic and knowledgeable Surgical Instrument Manufacturer and Service provider in the UK.


Values:





Visit Us

We are always happy to invite visitors to come and see our strong family ethos in action at our Southend-on-Sea workshop.

We're in an excellent location for export customers, just 40 miles from London, at the mouth of the Thames Estuary.

 **By road:** A13 or A127 to M25
Dartford Tunnel and south coast ports

 **By rail:** Direct links to London
Liverpool Street, London Fenchurch Street & St Pancras International
via Stratford

 **By air:** International flights from
Heathrow or Gatwick 90 minutes
away, Stansted 60 minutes, and
Southend airport is just 10 minutes
away with direct flights to major
cities across Europe



**Surgical Holdings, Parkside Centre,
Temple Farm Industrial Estate,
Southend-on-Sea, Essex, SS2 5SJ**

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How To Order

- 1 Choose your desired product from our extensive range or send your detailed tray list to us and we'll do the work.
- 2 Email info@surgicalholdings.co.uk or call +44 (0)1702 602050 with the product codes and we will provide you with a quote.
- 3 Upon approval of the quote we will process your order.



NEED A BESPOKE INSTRUMENT?

CONTACT OUR FRIENDLY TEAM
TO DISCUSS YOUR REQUIREMENTS

How To Pay

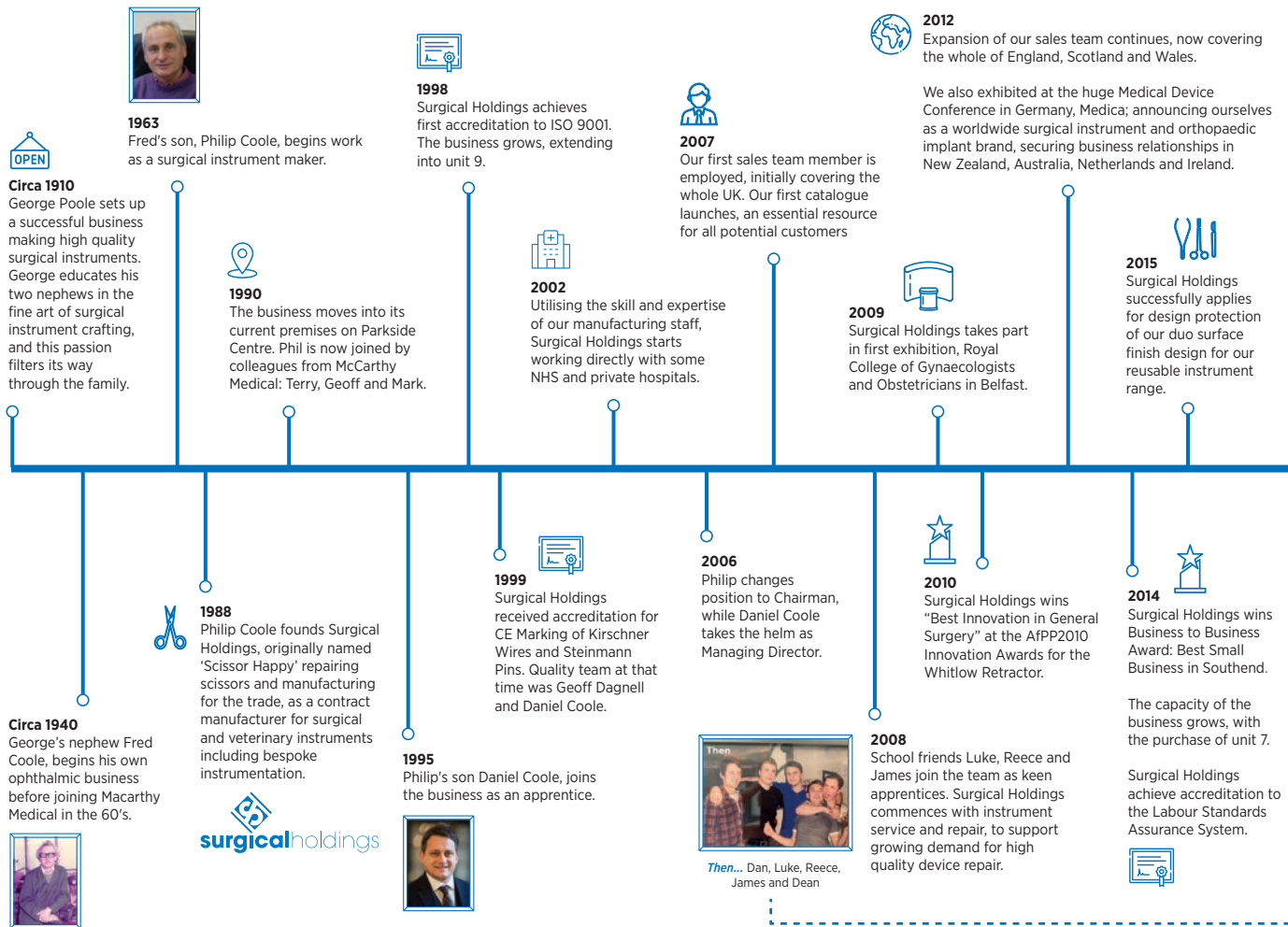
30 days credit is available (subject to status checks) or we accept Visa, Mastercard, Amex cards and cheque payments.

30 DAYS
CREDIT



VISA

Our Company History



Our Services

Instruments are repaired to BS 5194 where possible, OEM specification in accordance with the recommendations laid out in MHRA 'Managing Medical Devices,' ensuring CE marking remains valid.

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 your trays.

MARKED

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

ACCREDITED

Repairs are ISO 13485 accredited.

GUARANTEED

Customers receive an industry leading 18 month 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.

Our instrument technicians carry out a minimum apprenticeship of 5 years and are trained to manufacture instruments rather than simply repair them. This gives us 360 degree understanding of the challenge and the importance of correctly functioning medical devices.

*Applies to selected instruments only, please get in touch for full details.



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.



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.



 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.

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

Become a corporate member of Ecologi as a Climate Positive Workforce



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 rigid scope repair.



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



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. Please add 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

The 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 and 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.

Our Services

Instrument and Power Tool Repair

We repair General Instruments, Laparoscopic and Electrosurgery Instruments

- Instruments are repaired by an experienced instrument 'maker', not just trained on repairs
- All market brands of leading Power, Battery and Pneumatic tools repaired
- Brand new parts with full traceability
- Full tracking of devices from handover to return through Surgifix
- Option for free personal pick up and delivery through our team




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. Surgical Holdings also manufacture their own fibre optic light bundles.





 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 and 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 your scopes and create a maintenance schedule for you.


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



*MHRA Managing Medical Devices - April 2016

Our Services

Instrument Refurbishment

Refurbishing
instruments
can save up to
80%

of the cost of buying new,
with compelling evidence to
demonstrate effectiveness

Independent research¹ 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 an 18 month warranty as standard. Standard turnaround times are 1 week, and an express 2 day service available.



Before
Refurbishment

After
Refurbishment

Reference: ¹Data available on file.

Surgifix Repair Portal



An easy-to-use online system with up-to-date information on all your repairs

- ✓ The only company offering you the ability to manage and monitor your repairs online, with direct access to communicate with the repairs team
- ✓ View pricing, run reports and see the progress of repairs
- ✓ Instant notifications allow the repairs team to advise which of your instruments need a repair or refurbishment



View pricing and create quotes

These can be printed or saved



View historical endoscope repair reports



Receive instant automatic notifications

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



Run reports



View live progress of repairs

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

Surgical Instrument Set Refurbishment at North Devon District Hospital

Surgical Holdings have been recently managing a refurbishment programme for North Devon District Hospital. Here is their report on the implementation and success of their refurbishment programme so far.

Background

North Devon District Hospital is part of the Northern Devon Healthcare NHS Trust and the theatre complex has an inventory in excess of 1000 sets. The majority of sets are owned by the trust but this is supplemented with “Loan and Consignment” Orthopaedic sets.

Need for Change

With the need for clinical efficiency and productivity in the theatres instrumentation is required to be efficient and fit for purpose.

Limited sets are being used with a high turnover affecting compliance, sharpness, tension, etc. New instruments are available to replace old, well used stock but the capital required for the instrumentation is hard to obtain.

Implementation

To offset the need for capital to fund instrument replacements the CSSD and Theatres took the decision to try the Surgical Holdings option of refurbishing the instruments sets rather than disposing and purchasing new instruments. Instruments will either be refurbished back to new quality or replaced with new items for an inclusive price.

A “Basic” set was delivered to Surgical Holdings on the understanding the returned set would be assessed by the theatre staff to ensure the returned items met the requirements of the clinical team; e.g. sharpness, tension, colour, glare (lack of), etc.

The set passed the test and the remaining 22 “Basic” sets were refurbished on a rolling plan, the benefit of sending one set away at a time ensured a maximum stock level was available for clinical use.

Following the success of the 22 “Basic” sets a further 10 Oral Surgery Sets have been refurbished to the same standard.

Currently we have a Large Ortho Basic back after refurbishment awaiting theatre approval.

Implications

Finance

- No capital required to fund purchase
- Revenue spend to fund refurbishment

CSSD

- Minimum of sets out of service due to rolling programme
- Less incomplete sets as items are like new on refurbished sets, not needing further repairs

Theatre Staff

- Increased Clinical confidence – instruments like new
- Not subject to shortage of sets during process
- Reduction in procurement process – process agreed then rolling work plan
- Clinical staff sign-off regarding quality



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