Surgical Instrument Catalogue

Version 4

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

E. info@surgicalholdings.co.uk  T. +44 (0)1702 602050  surgicalholdings.co.uk
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

Our Team Values, Vision and Mission:

TEAMWORK
Maintain a family team atmosphere

PASSION
Work with passion and accountability

SAFETY
Demand a clean and safe working environment

AMBITION
Have ambition for innovative growth

ADAPTABILITY
Be adaptable to customer requirements

QUALITY
Uphold commitment for quality and improvement

EDUCATION
Foster skilfulness and share education

ACCURACY
Deliver full and accurate information

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.
Our Company History

Proud family heritage and an enduring commitment to quality

Our story begins around 1910, when George Poole* set up a successful business making high quality surgical instruments. George educated his two nephews in the fine art of surgical instrument crafting, and this was a passion that filtered its way through the family.

*Unfortunately we don’t have a photo of George available but we think he would have looked like this!

George’s nephew Fred Coole, began his own ophthalmic business around 1940.

Fred Coole passed his intricate skills on to his son Philip Coole, who in 1988 founded Surgical Holdings.

Philip stays on as Chairman, while his son Daniel Coole took the helm as Managing Director in 1995, after an apprenticeship.

Today Surgical Holdings is proud to be CE accredited for manufacture and supply of instruments and orthopaedic implants. We employ a focussed team of the highest-skilled surgical instrument technicians, selling finely-crafted instruments directly to both the NHS and private sector organisations.

Each one of our close-knit team is treated as a valued family member. This is why we attract the best people, and why our team members stay with us for many years. Our customers benefit with unrivalled service, along with four generations of finely-honed expertise.
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.

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.

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.

To order please call +44 (0)1702 602050 or email info@surgicalholdings.co.uk
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.

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

*MHRA Managing Medical Devices – April 2016
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.

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

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

To order please call +44 (0)1702 602050 or email info@surgicalholdings.co.uk
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

Need advice? Our friendly team of experts will be happy to assist you