

From: [REDACTED] (PLYMOUTH HOSPITALS NHS TRUST - RK9) [REDACTED]

Sent: 16 January 2012 10:40

To: John Horne

Cc: Dave Tickle [REDACTED]

Subject: Optitherm Tap performance

Dear John,

I would like to take this opportunity on behalf of Plymouth Hospitals NHS Trust to thank you for the excellent performance and service we are receiving from Horne Engineering Ltd, with particular respect to the Optitherm clinical tap.

The Optitherm is now our premier choice for new and replacement installations within the Trust, it has proven faultless in function, and has successfully replaced a number of faulty infra-red taps and failed manual taps throughout our main building.

Feedback from our engineering team is very positive, with the engineers praising the quick installation time and the ability to maintain the unit without the need to remove IPS panels, this is a significant benefit as it drastically reduces the amount of time that the patients are interrupted by the engineers during PMI.

Feedback from the clinical staff is very positive with praise given for how easy the tap is to clean effectively and the added benefit of manual legionella flushing - the Optitherm as mentioned has replaced a number of failed Infra-red taps which previously required continual triggering in order to complete our '48 hour 2 minute duration legionella flush' this was a massive waste of clinical time which we can now avoid by allowing the Optitherm to be left un-attended during flushing.

Feedback from our infection control team is also very positive, they fully appreciate the benefit of not routinely opening the IPS panels which can now be sealed with silicone thus improving the overall clinical cleanliness and they also appreciated the benefit of the full bore manual flushing available with the Optitherm which is a major contributing factor to maintaining our excellent water quality here at Derriford.

Feedback from our Health and Safety team is again very positive, with high praise given to the low surface temperatures of the tap body when in use and also the anti-ligature / anti-vandal clutches in the tap handles - which add another dimension of care given that we now install Optitherm's in public WC's.

In summary, I would like to express my thanks to Horne Engineering for an excellent range of products and service and if required I would welcome the opportunity to express my support on the Trusts behalf for Horne Engineering to any other organisations who may be considering your products for their sites in the future.

kind regards

P [REDACTED]

Regards

Service Lead Engineering and Maintenance

Site Services (Estates Department)

Derriford

tel: 01752 431297 (31297) fax : 01752 792824

[REDACTED]
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