

The Queen Elizabeth Hospital

King's Lynn

NHS Trust

May 2010

Just thought I'd drop you a quick email to let you know how our inspection went today by the Norfolk Trading Standards Officers.

Basically they couldn't fault a single scale that they tested today which is a great credit to the service contract we have with Marsden Weighing Group & particularly to Andy Catlin who is doing a great job for us here at the QE.

They were so impressed by the asset control & accuracy of the equipment that they felt no need to continue the inspection any further this afternoon.

Detailed below are bullet points to sum up my opinions:-

- Scales originally on contract with another company so thought we were well covered.
- Poor results from TSO via Lacors Report.
- Poor response from other company – Not happy to continue to pay for their services.
- Options to go "In-House" with support from TSO's or look for another company.
- Decided to speak with Marsden.
- Marsden Representative convinced me that they were doing all the right things and keeping on top of changing legislation.
- I wanted a contract to manage the scales and help to keep track on location changes.
- Major factor that I liked initially was that Marsden tested scales in the same way as TSO's.
- Initial visit by engineer impressed me – Conduct, knowledge & attitude were first class.
- Subsequent visits experienced were as good as the first.
- Recent inspection by Norfolk TSO's proved Marsden were doing a great job as we got 100% pass for the 30 random scales tested on site.
- More than happy to put my faith in Marsden and signed up for a 5 year contract.

Best regards

Lee Tansley
EBME Manager
Department of Estates Management
The Queen Elizabeth Hospital King's Lynn NHS Trust

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