Avensys UK Ltd Customer Charter

Nature of Medical Engineering within Avensys UK Ltd

Established in 2007, Avensys started as a Bio-Medical Engineering Repair and Maintenance company Engineering Services - Repair and Maintenance Avensys (avensysmedical.co.uk). A strategic decision to employ the best competent engineers in the country led to us becoming established as an industry leader, with a reputation for being able to provide a standard of service that was not previously available to either NHS or private medical facilities.

Our ISO9001, ISO13485 and ISO14001 accreditations ensures our customers that our processes, device maintenance and environmental management systems are maintained to the highest standards and so ensures the best possible service for our customers.

What you can expect from us

- 24/7 Helpdesk available for fault reporting in and out of hours.
- We will answer all queries, no matter the method of agreed communication.
- Our administration staff are customer service trained and customer focused; courteous, respectful, and considerate, always acting professionally.
- We recognise that we may not always get everything right but will ensure that we help you with the procedure to report a complaint and that we will investigate these fully and fairly.

The Customer's Level of Commitment

Avensys UK Ltd relies heavily on its customers to fully co-operate with all Avensys UK Ltd employees both on site and at Avensys UK Ltd headquarters.

To enable provision of a quality service, we require that our customers are consistently courteous and considerate in any communication with Avensys UK Ltd employees. Further, and as a prerequisite, we would expect that both parties are respectful of each other, their job roles, and the environment within which each works.

Finally, the customer is to ensure that all medical equipment is made readily available to Avensys UK Ltd METs upon request and during any visit or scheduled appointment, this includes the accompanying infection control documentation. If any medical equipment is not found by the MET or not presented, this will be reported directly via email to the appointed hospital liaison. The relevant Avensys UK Ltd Senior Engineering Manager (SEM) and Customer Support Representative (CSR) will also be made aware.

We always seek feedback on our services and welcome all customers to access our online survey Customer Feedback to tell us what you think about our service, alternatively we welcome and share positive feedback received in day-to-day activity.

Contract Repair

If a piece of medical equipment requires manufacturer repair, the MET will advise the appropriate Avensys UK Ltd Customer Support Representative promptly. Purchasing Administration will raise a quotation in the first instance.

Disposal

Avensys UK Ltd METs or manufacturers are responsible for declaring items of equipment obsolescent or obsolete.

Medical Equipment Maintenance Records

In accordance with Medicines and Healthcare Products Regulatory Agency (MHRA) guidelines medical equipment maintenance records are to be retained for a minimum of 11 years. Avensys UK Ltd engineering record cards are maintained via the Avensys UK Ltd H-IMS.

MHRA Reporting Process

MHRA Device Alerts are disseminated through all Avensys UK Ltd METs via the SEM. Copies of all MHRA Device Alerts are held on H-IMS.

Quality Assurance, Control and Audit

To ensure that acceptable standards are provided, all Avensys UK Ltd METs are trained to operate under the integrated quality management systems of ISO 9001:2015 and ISO 13485:2016 and ISO 14001:2015.
Avensys UK Ltd ensures that their MET's delivery of medical equipment support is conducted within set regulations, compliance obligations and legal requirements.
All Avensys UK Ltd METs are subject to annual auditing in accordance with Avensys UK Ltd Internal Audit Programme.

Key Performance Indicators

Avensys UK Ltd will produce Key Performance Indicators (KPI) for its contract customers including Private Hospital Groups, NHS Hospitals and Community contracted sites.

Privacy & Confidentiality

We know that your privacy is important so all information that you provide to us will be treated with integrity and confidentiality. Our privacy statement can be found on our website and informs you of how we collect, use, disclose, store, and transfer your information. Company Documents | Avensys (avensysmedical.co.uk)