



**TAG Medical specialist
healthcare equipment
maintenance for all sectors
The name you can trust.**



Working together for your practice

Contents

Our services cover multiple types of equipment across a wide variety of sectors of healthcare, typical sectors we work in include Care homes, GP practices, NHS Trusts, Pharmacies, Dentists, Secure health, private ambulance, Chiropracist and Podiatrists read on to see how we can assist with any service related needs you may have.

01 An introduction	12 Asset registry & equipment audits
02 Manufacturer training	13 Rent an engineer
03 Our group	14 Fire extinguishers
04 Coverage	15 Fire alarm & emergency light testing
05 Field service software	16 Fixed wire installation testing
06 Test & calibration of medical devices	17 Medical chair & couch re-upholstery
08 Patient lifting devices	18 Training services
09 Workshop & on-site repairs	19 Compliance services
10 Installation of medical devices	20 Business services
11 PAT & medical equipment safety testing	

An introduction

01

TAG Medical specialise in on-site service, calibration, installation and repair of a wide variety of equipment used across multiple sectors of healthcare, offering the complete engineering solution. Across our group we support over 14,000 customers UK wide.

The CQC, GPhC, HSE and MHRA expect healthcare facilities to demonstrate that their medical devices are maintained properly and there is a system in place to ensure regular and appropriate inspection, calibration and maintenance of these devices.

TAG Medical help you comply!



Manufacturer training

TAG Medical employ engineers from an EBME and manufacturer background with specialist engineers covering each sector of healthcare, all engineers receive regular on-going training directly from leading manufacturers in the maintenance, service and repair across a wide variety of devices. Our engineers are some of the most qualified in the industry, collectively having 100's of years experience making TAG a market leader across the services we provide.



ACCREDITATION

- ✓ ISO 9001 accredited
- ✓ All engineers enhanced DBS checked
- ✓ All engineers trained by leading manufacturers
- ✓ Engineers test equipment calibrated annually by a UKAS registered laboratory



Our group

The Carlyle Group and Palamon Investment Partners acquired dbg and TAG Medical in April 2013 making it part of a large group. The group covers multiple sectors of healthcare, with the aim of providing significant investment for growth going forwards. The group consists of the following companies.



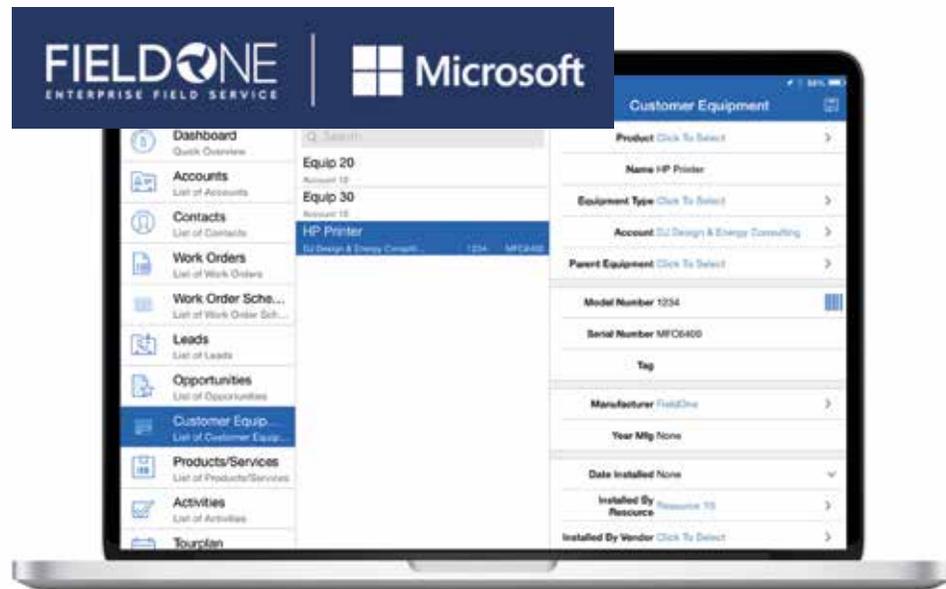
One of the UK's largest team of field-based engineers directly employing over 90 engineers across the group covering the whole of the UK.

The complete engineering service

- ✓ Test and calibration covering a wide variety of medical devices
- ✓ LOLER and PUWER Inspection/service
- ✓ Field based and workshop repairs
- ✓ Installation and commissioning of equipment
- ✓ Equipment audit & asset registry compilation
- ✓ PAT and medical equipment safety testing
- ✓ Re-upholstery of medical couches and chairs
- ✓ Fire extinguisher maintenance
- ✓ Fire alarm and emergency light testing
- ✓ Fixed wire electrical circuit testing



Across our group a six figure investment has been made on the latest industry leading field service software, Field One by Microsoft. Enabling maximum efficiencies across our engineering network and detailed reporting for our customer base.



Test & calibration of medical devices

Medical devices should be maintained as per manufacturer guidance (usually annually) as well as CQC, GPhC and MHRA requirements. TAG Medical can test and calibrate a wide variety of medical devices found across multiple sectors of healthcare routinely providing service documentation for each test undertaken.

Typical items covered include:

- ✓ Blood pressure monitors
- ✓ Delivery pumps
- ✓ Medical scales
- ✓ Height measures
- ✓ Incubators
- ✓ Vaccine refrigerators/freezers
- ✓ Auroscopes/otoscopes
- ✓ Thermometers (all types)
- ✓ Hand held ultrasounds (dopplers)
- ✓ Cauteries
- ✓ Nebulisers
- ✓ Smokerlyzers (CO meters)
- ✓ Alcometer
- ✓ Ear syringes
- ✓ ECG machines



Test & calibration of medical devices

- ✓ Pressure relieving mattresses
- ✓ Podiatry drills (all types)
- ✓ Spirometers
- ✓ Peak flow meter
- ✓ Defibrillators
- ✓ Centrifuges,
- ✓ Pulse oximeters
- ✓ Hearing loops
- ✓ Syringe drivers/feed pumps
- ✓ Audiometers
- ✓ Autoclaves
- ✓ Blood glucose monitors
- ✓ Suction pumps/aspirators
- ✓ Ultrasonic cleaners
- ✓ Patient monitors
- ✓ Slings
- ✓ Hoists (mobile, bath, track & ceiling)
- ✓ Medical beds and couches



For items not listed please call or email a member of our team for further advice.

Patient lifting devices

LOLER and PUWER regulations require all equipment used for the lifting of people to undergo a thorough service/inspection at least 6 monthly. Inspections are to be performed by a competent person and the findings of the inspections recorded. Any accessories used in lifting should also be inspected every 6 months this would typically be items such as patient slings.

TAG Medical are trained by leading manufacturers to service, inspect, repair and install a variety of patient lifting devices satisfying PUWER AND LOLER requirements. Upon completion reports are issued detailing tests undertaken on each device, each item is clearly labelled with a service sticker for traceability relating back to the individual document.



Workshop and on-site repairs

TAG and group company MI-TEC repair a wide variety of equipment both on-site and via our purpose built workshop manned by 10 engineers. All repairs are carried out using original manufacturer parts.



- ✓ Average workshop turnaround within five working days
- ✓ Equipment collected and returned via insured courier
- ✓ Equipment tested and issued with certification as part of the repairs process
- ✓ Getting equipment repaired can save £100s compared to the cost of buying new equipment
- ✓ Replacement equipment can usually be provided if a device is beyond economical repair

Installation of medical devices

TAG Medical engineers are trained by manufacturers to install and commission devices before first use, also undertaking site surveys providing advice and ensuring that equipment is suitable for the desired location. Typical items include devices such as hoists (mobile, ceiling and track), medical beds/couches and commissioning of multiple medical devices before first use.



PAT and medical equipment safety testing

Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use.

The law requires an employer to ensure that their electrical equipment is maintained in order to prevent danger. All medical devices are routinely tested using Fluke ESA615 devices conforming to IEC 60601 & 62353 standards.

TAG can assist hospitals and other healthcare facilities with any requirements they may have.

Upon completion customers will receive a written report detailing items tested, readings recorded (medical safety tests) and each item clearly labelled to indicate a test has been undertaken.



Asset registry and equipment audits

Due to our investment in software our staff are able to routinely compile asset registers and condition reports across medical devices and other equipment at site level. We can provide this for organisations large or small, often being carried out alongside other equipment maintenance requirements. We can accommodate and facilitate a variety of requirements and data capture including pictures of each device. Having a detailed inventory improves productivity and equipment availability as well as resulting in savings on insurance premiums.



Rent an engineer

Across our group of companies we can provide hospitals and large healthcare facilities OEM trained engineers covering a wide variety of devices for days or weeks to assist with a variety of projects/workload you currently may have in place. Our engineers carry an extensive range of test equipment, pricing is based on engineers time and charged at competitive rates.



Fire extinguishers

Fire extinguishers maintained annually in accordance with BS 5306-3.

All fire extinguishers have to be tested every 12 months by law. The next inspection date will be on each fire extinguisher label along with the next pressure test/discharge test date.



Recommended frequency:
Annual



Duration:
1 Hour



Fire alarm and emergency light testing

Fire alarm servicing is carried out in accordance with BS5839-1:2013 Emergency Lighting service in accordance with BS5266-1 provided at no extra cost satisfying regulations regarding the maintenance of fire detection and fire alarm systems for non-domestic premises.



Recommended frequency:
6 -12 months



Fixed wire installation testing

The Electricity at Work Act, 1989 states that all electrical systems and equipment used in the working environment should be in a safe condition. In addition to these legislative requirements many other organisations such as insurance companies place an obligation on their clients to carry out periodic electrical testing.



Recommended frequency:
3-5 years



Medical chair & couch re-upholstery service

Treatment tables and medical couches often sustain rips through normal wear and tear presenting a potential risk to infection control which the CQC may highlight on inspection, this can be quickly fixed with replacement upholstery sections.

This option is much more cost effective than replacing a couch a wide variety of makes and models of couches and chairs can be re-upholstered and the vast majority of vinyl colours matched.

TAG in partnership with SEERS Medical have launched a new service offering an on-site re-upholstery service.



We offer a range of courses that cover various CPD subjects from Basic life support & medical emergencies to COSHH & legionella awareness.

- ✓ Infection control
- ✓ Fire safety awareness & fire marshal training
- ✓ COSHH & legionella awareness
- ✓ CQC interactive workshop
- ✓ Introduction to health & safety
- ✓ BLS and AED



Our experienced team can provide you and your practice with advice, assessments, support and training to cope with the new CQC# legislation.

- ✓ Practice assessment
- ✓ Fire risk assessment
- ✓ Health & safety risk assessment
- ✓ Legionella risk assessment
- ✓ Quality, safety and health package



England only. *Treatment and consulting rooms

We've partnered with leading companies to secure preferential rates for TAG customers. Unbeatable rates tailored specifically to the healthcare sector.



- ✓ **Alexandra Workwear**
A wide range of quality accredited products at preferential prices exclusively to TAG Customers.
- ✓ **Patient comms survey**
TAG Medical has partnered with market leading patient communication company, PatientComms, to offer our members exclusive access to their online messaging platform.
- ✓ **Insurance services from MIAB and Lloyd and Whyte**
Offering specifically tailored insurance for healthcare practices.
- ✓ **Confidential waste disposal**
Discounted document destruction with Shred-It, a specialist confidential waste disposal company.
- ✓ **Waste management from Cannon Hygeine**
Recycling, waste management, sharps disposal and controlled drugs denaturing services.

Book
50 items
for calibration and receive
up to 100
PAT TESTS
FOR FREE*

* Available June 2016 to December 2016, both services must be completed in the same visit. Applies to new bookings only.



TAG
medical



The routine maintenance of your healthcare equipment is critical to the efficient day-to-day operations of your practice – we're here to help.

**Call one of our
Healthcare Engineering
Advisors today on:**

**01606
866
393**

or find us online:
www.tagmedical.co.uk
email: info@tagmedical.co.uk
 **[@tagmedical](https://twitter.com/tagmedical)**