
From: Alan Harrison [mailto:Alan.Harrison@nwlh.nhs.uk]
Sent: 27 April 2006 08:33
To: 'colin knowles'
Subject: RE: Request for a testimonial
Importance: High

Hi Colin

Nice to hear from you again. As you are aware North West London Hospitals have been a customer of yours for around 6 years now I believe.

Since you took over our fleet when we merged with Central Middlesex Hospital the administration and professionalism of your staff has been first class. I vary rarely have to get involved which is a sign of a good service and can only recall one instance in the last six years where my intervention was needed. This was no fault with your team just a member of our staff being difficult to deal with.

On the whole the service we receive is first class and that is down to the team you have in place. I deal mainly with Wayne and John Cant and when I do get involved with a problem it is dealt with efficiently and courteously.

I would appreciate if you can pass on my thanks to your team as they are excellent and make my job far easier.

Regards

Alan

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