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ELIZABETH WARD WAS ABOUT TO REPLACE THEIR OUTPATIENT WAITING CHAIRS.

WE STOPPED THEM.

How Elizabeth Ward recovered over £3,000, passed every compliance check, and kept every patient appointment — without replacing a single chair.

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THE SITUATION

WHO GRAND WARD WERE BEFORE THEY CALLED US



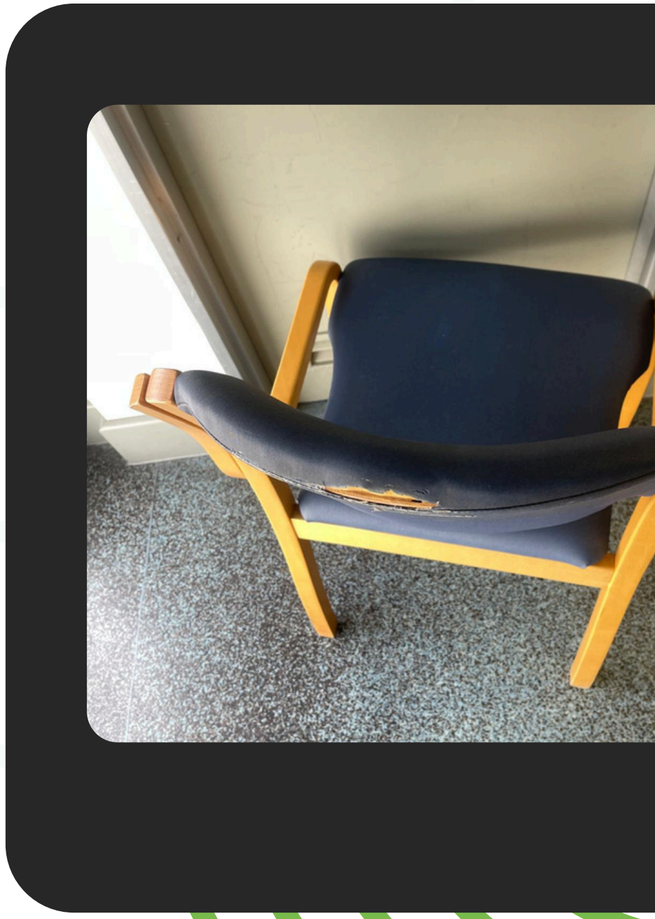
Elizabeth Ward's Outpatient Department at Hillingdon Hospital had a waiting area full of chairs that were failing on multiple fronts. Upholstery was cracked. Foam was exposed. Surfaces were visibly worn. In a room where dozens of patients sit every single day — many of them elderly, immunocompromised, or anxious — that's not a maintenance backlog. That's a live problem.

The chairs weren't structurally broken. The frames were completely solid. But condition isn't just about structure. In a high-footfall NHS outpatient environment, worn upholstery is an infection control liability, a fire safety concern, and a direct message to every patient who sits down about the standard of care they're walking into. All three of those things mattered. None of them required buying new chairs.

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THE PROBLEM

WHY "JUST REPLACE IT" WAS THE WRONG ANSWER



THE BLEED

NHS waiting chairs cost £300–£600 per unit to replace through procurement — before delivery delays, disposal costs, and capital approval. Multiply that across a full waiting area and you're paying five figures for furniture you already own. The frames were fine. Only the surface had failed.

THE RISK

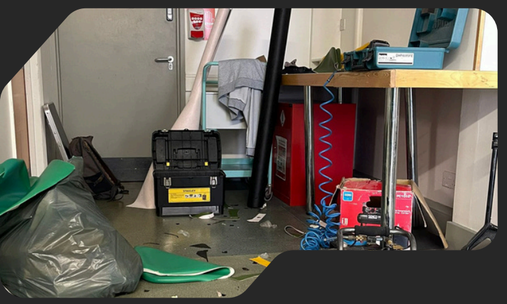
Exposed foam is a fire safety breach. Cracked vinyl fails infection control. A worn waiting room damages patient satisfaction scores NHS trusts are held accountable for. The risks were clinical, regulatory, and reputational — and they were all sitting in the same chair.

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THE SOLUTION

WHAT WE ACTUALLY DID





PRECISION ASSET RESTORATIONGN

We strip each chair to its frame and rebuild the surface using infection-control certified clinical vinyl — the same grade as brand-new NHS furniture. Every seam sealed. Infection control, fire safety, and estates compliance — resolved in a single visit.

ZERO WARD DOWNTIME

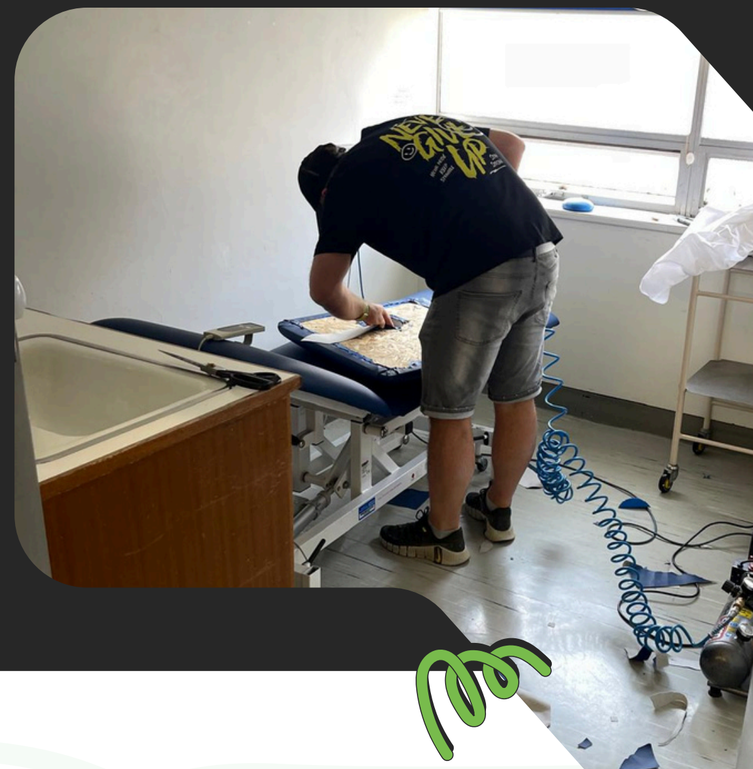
Every chair was restored on-site inside Elizabeth Ward's Outpatient Department, working around their daily appointments.

The department stayed fully operational throughout — no disruption to patient care, no compromise required.

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THE PROCESS

Three steps. No surprises. Full compliance on the other side.



ASSET AUDIT

Every flagged chair was assessed for structural integrity, foam exposure, and infection, fire and estates compliance. If it was safe to restore, we restored it. If it genuinely needed replacing, we said so upfront — in writing, before work began.

ON-SITE RESTORATION

Each chair was stripped, reupholstered in certified medical-grade vinyl, and fully seam-sealed — on-site, around the ward schedule. Compliant the moment we finished, without waiting weeks for procurement.

COMPLIANCE SIGN-OFF

Every chair documented and signed off before we left. Infection control, fire safety, estates and procurement get everything they need for audit — same-day, with a complete paper trail.

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THE RESULTS

WHAT GRAND WARD GOT BACK



Elizabeth Ward got more than restored chairs. They got a fully compliant outpatient environment, recovered budget, and a repeatable model they can roll out across every waiting area in Hillingdon Hospital — without a single replacement order.

- Multiple chairs restored to medical-grade compliance
- £3,000+ saved against full replacement cost
- Infection control, fire safety & estates — all signed off
- Zero cancelled appointments. Zero ward disruption
- Full audit documentation — handed over the same day

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WHY CHOOSE US

BECAUSE REPLACEMENT ISN'T ALWAYS THE ANSWER

- We use the same infection-control certified vinyl specified for new NHS furniture.
- We work around your ward. Not the other way around. Elizabeth Ward never lost a session.
- Every item signed off and documented. Your facilities team gets everything needed for audit, immediately.
- No 12-week wait Or capital expenditure sign-off. Book a review and we move fast.



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LET'S TALK

YOUR FACILITY DEFINETELY HAS BUDGET SITTING IN IT RIGHT NOW. LET US HELP YOU RECOVER IT.

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LET’S BUILD SOMETHING GREAT TOGETHER

