

From: Kay Wakeford
Date: 20 September 2017 at 14:24:09 BST
To: Simon Clayton
Cc: Sam Miller
Subject: Milford Walk way

Thanks to you and your team for all their hard work and support over the walk way project, I know at times it has been very frustrating for you guys but they have always remained polite and professional and nothing too much trouble.

It is looking much better and the plants look great, I am so pleased to have a bin store, I have only been waiting 18 years for that. Smooth walk way up the ramp is a dream

Look forward to the walk way being finished once the adaptations are completed from the manufacturer

Thanks again

Kay Wakeford
Hotel Services Co-ordinator

Milford & Haslemere Hospitals
Virgin Care Limited

From: Kay Wakeford
Sent: 20 September 2017 13:06
To:
Cc: Verity Pearce; Guy Jacques
Subject: canopy Milford Hospital

Hi

I would like to say what a great team the chaps were that put up the new canopy, (problems of it not being correct aside)

They were very professional and extremely kind when patients had not followed the diversion signs, stopping work and guiding them through to ensure they were in no danger.

I hope they will be the team that return to complete the updated section.

Many thanks

Kay

From: Kay Wakeford
Sent: 13 June 2017 09:50
To:
Cc: Verity Pearce
Subject: Thank you to Simon and team

Hi Sam

I would like to bring to your attention our thanks from the Milford site for the great communication and support Concept team have given us over the last few weeks of the work carried out at Milford Hospital.

Simon Clayton and James Finn have been exceptional in communicating and ensuring that the work had minimum disruption to the day to day services on site

Simon as regularly updated Verity Pearce and myself of progress. He has spoken to staff who have had concerns and reassured them over certain aspects of the work.

Many thanks

Kay

Kay Wakeford
Hotel Services Co-ordinator

Milford & Haslemere Hospitals
Virgin Care Limited

