



HARTMANN News

ISSUE 8 SPRING 10

Great Britain

Exceeding service expectations

Welcome to the latest issue of **HARTMANN News**, the newsletter from **PAUL HARTMANN (GB) Limited**. **HARTMANN News** brings together information from the three divisions of **HARTMANN: Contenance Care, Wound Management and Operating Theatre Products**.

We hope you will enjoy our Spring 2010 issue, and thank you for taking the time to read our news. New for this edition, and a regular feature for future editions is an introduction to departments and people in Head Office of which you may have heard but are not aware of the vital contribution they make to the smooth running of the company. We are starting with the Finance Department which you can read about on page 2.

Any readers who have visited our Office and Warehouse may have spotted a small notice in the reception area with the title "Mission Statement" which claims that "We intend to provide all employees with interesting, varied and challenging work in a friendly team environment and to earn the loyalty of customers by exceeding their service expectations." This statement is now about 15 years old and was devised by the Management Team in what at the time was a very brief discussion. But it has stood the test of time and we believe the statement is just as valid today as it was then. Many companies proudly state "we depend on our employees" but is this too often just paying lip service to the obvious?

Interestingly, when I interviewed Brian Williamson 10 years ago for the then newly created position of Contracts Manager I asked him, in the closing stages of the interview, if he had any questions for me. Brian asked if we lived up to the Mission Statement

and when I told him that we did our best to do so he said he would keep an eye on it. Well, Brian is still here 10 years later and so I guess he feels that PAUL HARTMANN Ltd is a decent place to work. Brian is not alone in his view because no fewer than 20 of the 41 Office and Warehouse staff at Heywood have over 10 years service. Furthermore many of the people who have joined in recent years have filled new jobs that were created due to the expansion of our business as the company has grown from just 5 employees in 1985 to 75 today. So hopefully this indicates that we, as a company, live up to our Mission Statement.

Customer loyalty is mentioned in the Mission Statement and has always been a key factor for us. We have a team of clinical professionals, called the Professional Development Group, who voluntarily give their time to help us develop product and service ideas and at the next meeting we are holding a workshop to establish the factors that customers look for when they commit their loyalty to a company. The results will be very interesting and, like all feedback, we will take it on board as part of our constant programme of improving our service. I expect that the findings will reinforce the importance of our simple but effective existing Mission Statement, but we'll have to wait and see.

If you have any comments on the HARTMANN News, we would be pleased to hear from you.

With Best Wishes,

Roger Styles

Managing Director, PAUL HARTMANN LTD

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Company Website for HARTMANN GB

Featuring a redesigned and new corporate look, whilst promoting an extensive range of Contenance Management, Wound Management and Operating Theatre Products, as well as added value service, the HARTMANN GB company website was re-launched on 22nd February 2010. The new website can be visited at www.hartmann.co.uk

We would welcome your comments on the new website and your suggestions for its further development. Please send your comments to corinna.plodeck@uk.hartmann.info

You can search for detailed product information by selecting the appropriate product category and then selecting 'Innovative Products'. In addition, why not download HARTMANN publications, literature and clinical studies directly from the website.



Introducing the HARTMANN GB Finance Department A small, efficient, accurate and friendly unit

The high reputation of HARTMANN is reflected through all its departments but none as vital as the Finance Department, which efficiently manages an annual turnover in excess of £23m. This department ensures both market confidence in the company by its efficient operation, and a happy workforce with salaries and expenses reliably paid on time. The role of the finance team is primarily to ensure that the company finances are in order. With the same procedures having to be completed by a specific date each month, quarter or year, this is often a deadline orientated department. Customers, suppliers and staff rely on these deadlines being achieved.

Trevor Coupe, Finance Director, has worked for HARTMANN for over 16 years and worked previously for the company's auditors doing the monthly accounts for HARTMANN for 6 years. Trevor reviews the work of the Finance Department, processing the monthly salaries and preparing the monthly and annual finance accounts for our Parent Company in

Germany and for the company's auditors. He also ensures that the company complies with all the statutory regulations from packaging, VAT, Inland Revenue and other government departments. Trevor also is involved in other internal departments including IT, warehouse, sales and the home delivery department. All these departments together ensure that the customer gets the products in the right place at the right time.

Diane Coupe, Purchasing Officer, has worked for HARTMANN for over 16 years in this position. Diane's role is to process all bank transactions which includes processing bank receipts from customers and also ensuring all suppliers are paid on time. This includes processing all invoices from suppliers and ensuring they relate to authorised purchases. Diane also deals with all staff expenses, is the main contact for our mobile phone contract and is the key contact for all the Company cars driven by the sales teams. Diane has to complete much of her work by specific dates each month, deadlines which she has always met.

Julie Raynerd, Credit Controller, has worked for HARTMANN for nearly 13 years in this role. Julie ensures that invoices are paid by the due date. If invoices are not paid on time, Julie contacts the customer and if there is a problem, will rectify this. For example, anything from providing a copy of the invoice or raising a credit note if a mistake has occurred. Julie's hard work has resulted in the average debtor paying their invoice within 5 days of their normal terms. This is about 20 days better than the industry average. Julie's main skill is to collect the cash without offending any customers. In 13 years she has managed to walk this tightrope without any major problems.



The Finance Team pictured left to right; Diane Coupe, Trevor Coupe and Julie Raynerd



HARTMANN News Continence Care



Corinna Plodeck Product Manager

Men are different

Continence care products especially made for men

Now available from NHS Supply Chain

The fit and performance of unisex continence care products are often not suitable for male users. HARTMANN has developed a range of products specifically designed to meet the needs of the male anatomy. From very light to very severe urinary and faecal incontinence the three HARTMANN shaped pads guarantee reliable protection against leakage and odour whilst providing maximum wearing comfort and an optimum fit.

MoliMed® and MoliForm® for men from HARTMANN are now available from the NHS Supply Chain catalogue. You can order the three HARTMANN products via the NHSSC Codes from the table below.



NHSSC Code	HARTMANN Code	Product description	Pack Size
CFQ745	168 600	MoliMed® for men active	14
CFQ746	168 707	MoliMed® for men protect	14
CFQ747	168 812	MoliForm® for men	28

If you would like to evaluate the MoliMed® for men or MoliForm® for men range please contact Corinna Plodeck at corinna.plodeck@uk.hartmann.info or telephone 01706 363 200

Customer Spotlight

Community Health Stockport says farewell to their Continence Specialist Nurse

On Friday 26th February, a group of colleagues, managers, family and clients, gathered in the Boardroom at Regent House, Stockport, to wish Lynda Gathercole well on the occasion of her retirement from the NHS.

Lynda has headed the Continence Service in Stockport for 14 years. She has achieved many milestones and has developed a responsive service of which the Trust is rightly very proud. Most appropriately, following a glowing review of Lynda's career from Jane Ankrett, Associate Director, Long Term Conditions, Enablement & Rehabilitation, one of the clients from the User Group spoke spontaneously about the difference the service has made to those who use it. There is no greater acknowledgement than that of knowing first-hand that all the

work and efforts really are improving the lives of those who depend on a quality service.

Lynda's career spanned 37 years. She initially trained as a State Enrolled Nurse in the Queen Alexander Royal Naval Nursing Service at Haslar Hospital, Gosport. She moved north in 1976 and undertook further training to become an RGN and District Nurse where her interest in continence promotion developed. Lynda, as clinical lead for the Continence Service has played a major role in ensuring that HARTMANN provides a cost-effective Home Delivery Service to the clients in the Trust.

HARTMANN has been very grateful to Lynda for her support, expertise and input to the Professional Development Group. She could always be relied on for a professional

yet practical response to items circulated for comment and we will miss Lynda's valuable contribution to the Group.

It was a lovely sunny day on the 26th and we all wish Lynda many such days as she enjoys her well-earned retirement.



Pictured, left to right are Jane and the Community Health Stockport Adult Continence Team of Heather, Lynne, Lynda, Eileen and Dawn.



Sally Ellis Product Manager

medica**edition**

The digital world of HARTMANN knowledge

HARTMANN understands the need for effective training and education material, including the incredibly successful Medical Editions books and CDROM. These compendiums have become a very useful aid in wound management covering topics such as wounds and wound management; phase specific wound management of venous leg ulcer and decubitus ulcer and phlebological and lymphological diseases of the lower extremities.

Introducing medica**edition** Everything at one mouse click...

- Multimedia content including training videos and animations
- Keyword search function and comprehensive glossary
- Memo function – enables the user to make notes on each page
- Q&A training options

As an exclusive member of the HARTMANN **medica**edition**** you can quickly research various disease patterns and compile, save and add notes to important information. Working on a presentation? With **medica**edition**** you can download pictures and animations for your personal presentations and once you are logged in, there are many more functions available to you.

Integrate **medica**edition**** into your working day:

- By using supplementary information such as current studies and publications
- By creating an individual profile for personal data, bookmarks and notes
- By highlighting important information and text
- By visiting related themes
- And much more...

The digital world of HARTMANN knowledge is an exclusive on-line portal which requires a personal access code.



Everything at one mouse click:
The digital world of HARTMANN knowledge.



However, in static print, the compendiums are not dynamic or interactive in any way.

The all new **medica**edition**** is a completely interactive, web-based portal containing the four compendiums from the original Medical Editions, plus much more!



Sally Ellis Product Manager

medicaledition – The Portal



The portal page provides an overview of the compendiums that can be found in the online library. From here you are taken directly to the corresponding start page of your selection. The portal page functions are applicable to all the compendiums, making it incredibly easy to navigate.

medicaledition – Start compendium “Wounds and Wound Management”



Each compendium works in the same way and the contents for each individual compendium is broken down in to the following areas:

If you are interested in becoming a member, please email sally.ellis@uk.hartmann.info and your local HARTMANN representative will be in touch shortly with your personal activation code.

- A** Preface and direct access to the themes as follows:
Glossary: alphabetically sorted catchwords (covering all the compendiums).
Search: full text search through all chapters
Chapters: overview of all chapters
- B** Overview of the currently compendiums sorted by subject areas
- C** Language selection and further options for selecting the required compendium
- D** Area for administering your personal data as well as bookmarks and notes.
- E** Permanently visible navigation bar in order to be able to return to the glossary or the search function or the Portal even while reading and working.
- F** The top themes show the most frequently-read chapters.

- A** **Start:** preface and direct access to the themes via the glossary (covering all the compendiums) and search in all chapters.
- B** **Content:** depiction of the entire chapter text with pictures, graphics, picture captions and the following functions: mark text passages, save and add notes, save bookmarks, increase pictures, chapter navigation via chapter selection, interactive glossary (explanation of foreign words in the text), printing option, increase font size, cross-references)
- C** **Media:** collection of photographs, graphics, animations and films that can be seen in the corresponding chapter. Downloading of the files for use in personal presentations.
- D** **Info:** collection of PDF files related to the chapter, information on publications and study results. Saving of files ready for downloading in the clipboard.
- E** **Clipboard:** list of all saved files from the areas “media” and “info” ready for downloading.
- F** **Notes:** list of all marked text passages from the entire compendium with source references. For self-study the addition of personal notes and comments. An individual theme allocation is also possible.
- G** **Further education:** test of knowledge in the form of a questionnaire with multiple-choice answers for testing the level of your own knowledge.
- H** **Case studies:** collection of film sequences and pdf documents.



HARTMANN News Operating Theatre Products



Kim Rawlinson Business Development Manager

HARTMANN disposable operating theatre systems A Safety First Approach



Today's high operating theatre standards stand and fall with the hygienic measures that are adopted for the prevention of infection. Sterile draping of the patient, their surroundings and the wearing of sterile operating theatre clothing are essential components of effective infection control. **THERE CAN BE NO COMPROMISE ON SAFETY.** However, safety does not preclude economy, as demonstrated by HARTMANN disposable operating theatre systems.

Draping materials and operating theatre clothing are used to protect against infections and are therefore regarded legally as medical products. Their production and quality testing are subject to European Standard EN 13 795. The most important test methods relate to the material properties which are essential for reliable protection against infection:

- Particle release (linting) (ISO 9073-10),
- Resistance to liquid penetration (European Standard EN 20811)
- Wet microbial penetration (European Standard EN ISO 22610)

Nonwoven fabrics – especially the innovative Spunbound-Meltblown-Spunbound material (SMS), from which HARTMANN operating theatre clothing is manufactured – and the composite materials for the surgical drapes, fulfil these requirements perfectly.

Two performance levels of European Standard EN 13 795 as a basis for economical use

Part 3 of European standard EN 13 795, published in August 2006, among other things classifies medical products in two performance levels: High Performance and Standard Performance.

Accordingly, the HARTMANN range of disposable operating theatre products includes a large number of products in various materials and designs, which meet both the high hygienic requirements for effective protection against infection and the necessary economic concerns.

If you would like more details on HARTMANN Operating Theatre Products, please contact: kim.rawlinson@uk.hartmann.info