



VISIT TO THE ROYAL HOSPITAL, BATH

During a recent visit to the Royal United Hospital in Bath, some of the Cirrus team met with the Deputy Lead of the Pharmacy Department. The purpose of the visit was to assess the performance of our isolator units, as they have now been installed for 8 years, gather feedback from hospital staff, and provide on-site service and support.

The hospital's Pharmacy Department utilizes our isolators to prepare critical drugs, including Cytotoxics, Monoclonal antibodies, conjugate medicines, and radiopharmaceuticals. Since most of these products are used by cancer patients, we ensured that the optimal performance of these isolators maintains safety and accuracy in preparing these sensitive pharmaceuticals. Monoclonal antibodies are used for patients with rheumatic conditions such as arthritis or gastro conditions like Crohn's disease. The radiopharmaceuticals used in the isolators are for Nuclear medicines to provide real-time indications of their patients' bodies and how they function.

During the visit, our Service Engineer was tasked with servicing and repairing the hospital's generation 1 isolators. At the same time, our Marketing Coordinator, who was new to on-site work, was introduced to members of the Pharmacy Department, allowing her to gain valuable field experience.



The Deputy Lead of the Pharmacy Department provided constructive insights into the performance of the isolators, with a particular focus on the ongoing support considering the age of the isolator units. The Isolator units were installed in December 2016 as part of a brand-new pharmacy facility. He acknowledged the effectiveness and reliability of the isolators with minimal downtime from installation.



Whilst the hospital has not yet upgraded to our newer models with enhanced functionality, he highlighted the outstanding support provided by our service team, who provide expertise and prompt on-site assistance. The isolators continue to operate smoothly and reliably, ensuring excellent performance despite their age.

This visit reinforced the importance of providing ongoing future support to hospitals still utilizing older equipment and measures put in place that will enhance the life span of the equipment whilst maintaining reliability. The positive feedback regarding our service particularly the technical support highlights our commitment to maintaining high standards of customer care.

We strengthened our relationship with the hospital and identified key features such as automatic leak testing and interface design that help to enhance user satisfaction and operational efficiency. It was great meeting the team; we look forward to our next visit!

