



**Solent
NHS Trust**

Estates & Facilities

Western Community Hospital Campus
William Macleod Way
Southampton
SO16 4XE

26th January 2018

Re : Solent NHS, Alterations & Refurbishment at Minstead Ward, Western Community Hospital, Southampton.

Dear Mr Morton

I am writing in reference to a recent scheme that Brymor undertook for us to alter and refurbish the Minstead Ward at the Western Community Hospital.

The Kite Unit have now successfully relocated from Portsmouth to their shiny new unit at the Western. The department and the patients have settled well and the feedback to date is that everyone is overwhelmingly delighted. The statement we hear most regularly is that they are so pleased that they were listened to and made to feel welcome whenever visiting site and also the continued after-care being provided by Brymor as the Department settles in fully.

My main reason for writing is in reference to the Brymor team deployed to deliver the scheme.

Lloyd Fowler and Adam Pennell were our main points of contact day-to-day throughout the scheme and were instrumental in delivering this project. Both these chaps provided a first class, client facing service and despite the often challenging nature of this project remained collaborative, open, warm and helpful throughout. Much is often written about partnership working but both Lloyd and Adam have been living proof of how well this can really work with the right people in place. From the very inception both these chaps have been keen to provide a project offering the best value for money, and the resulting facility is perfect evidence of what they were able to achieve.

In the background to all this was of course the high speed and rollercoaster-ish nature of the projects as Solent bobbed and weaved with its finances which brought another layer of challenge to the delivery of the project, all of which was expertly handled by Lloyd and Adam.

So please take this email as a HUGE thank you to Lloyd and Adam on behalf of the staff on the ward, the patients, the Estates Department' and also of course, personally from me. Thanks to Lloyd and Adam we worked as a great team, pulled it out of the bag – and had some fun on the journey.

We will hold a 'lessons learned' sessions at some point, but my first entry will be "don't change this team !".

I very much hope to work with these two chaps again in the future.

Kind Regards,



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