

ConnectiON

Welcome

Greetings ConnectiON readers!

Some of you may already know that I began my new role at Tunstall in the middle of May this year, but I thought I'd take this opportunity to introduce myself. Despite not being with the company for long, I can already say that all the reasons I wanted to join have been reinforced in every way. I'm fortunate to continue my career in health and care but this time from one of the most important perspectives

What we do as an organisation is incredible; changing and saving people's lives; making sure they have help and reassurance when they need it most; and supporting the people that care for them. But we can only do this because of the partnerships we have with our customers.

A major focus is supporting the teams that support you. From what I have seen and heard myself, they do the important job of listening to your priorities, your needs and aspirations, and I must ensure that this dedication I have already seen from my colleagues is nurtured and directed towards delivering even better solutions and services. In short, a better experience for you and those you serve. Tunstall has celebrated its 65th anniversary this year, which is something to be extremely proud of, and I feel privileged to be part of the Tunstall story.

As the digital age gathers momentum, the coming years will see a new era of possibility in the way we fulfil the potential of technology to offer care and support to give people much more choice and control about how and where they live their lives. I look forward to working with you to make this happen as it is such a noble and worthwhile undertaking.

Emil Peters

Group CEO

PS. If you'd like to find out more about me, please click [here](#).



NEW resources

We've recently made some new additions to our customer resources, with new brochures on our company story, connected health, digital transformation and our training offer; **see the links below**.



- [UK Company Brochure](#)
- [Connected Health Brochure](#)
- [Driving Digital Transformation Brochure](#)
- [Training Services Brochure](#)

If you'd like to be kept up to date with our latest news, then you can **join our mailing list**.



We want to hear from you!

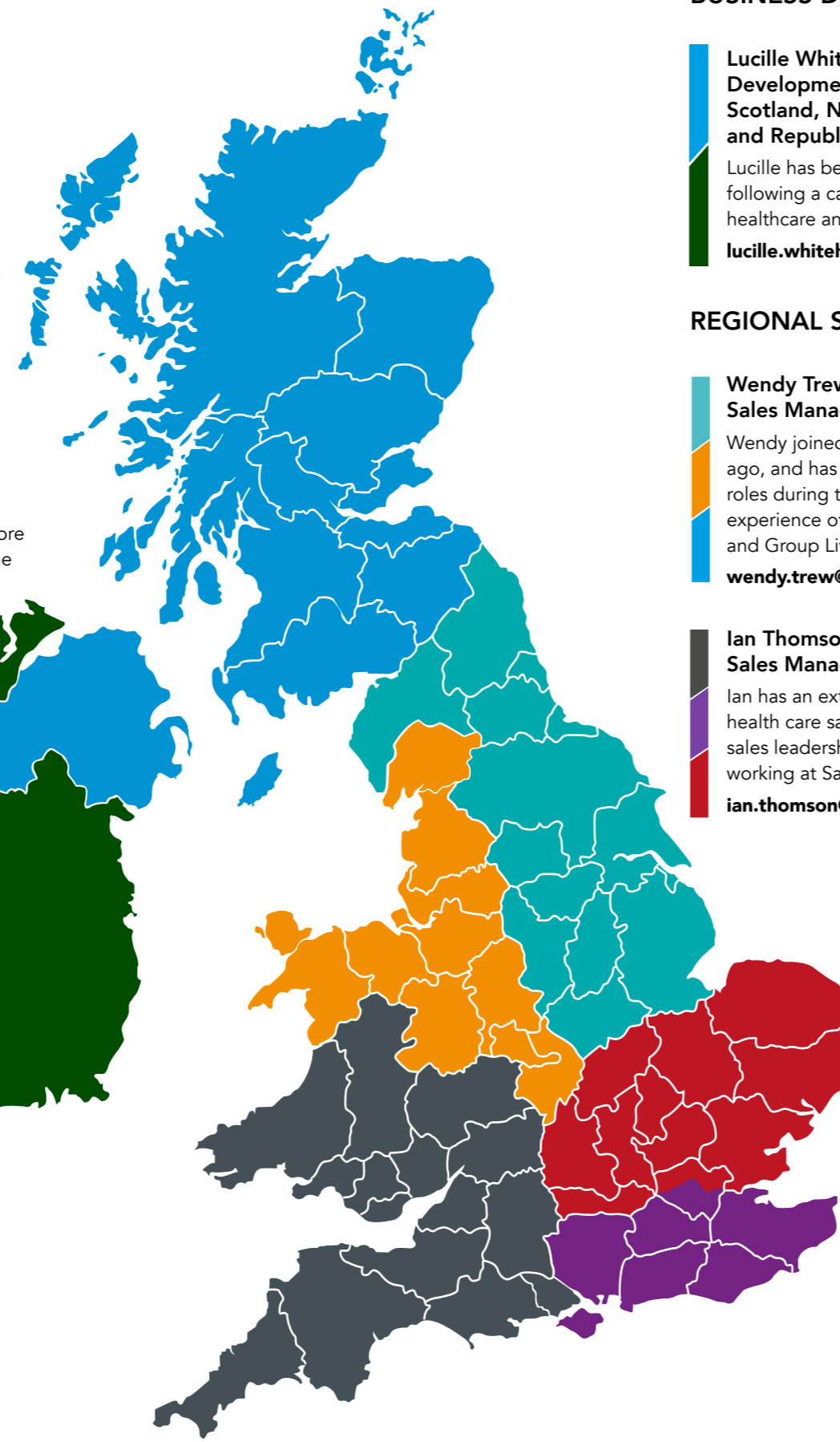
If you've made contact with anyone at Tunstall Head Office recently, we'd like to hear about your experience. We'd love it if you could spare less than five minutes to answer a few simple questions in our anonymous survey, which runs from **18th July – 15th August**.

Complete the survey.

Thank you!

Team Talk

We've been lucky enough to welcome a few new faces to the commercial team recently, as well as making a few changes to the way the team is structured. We thought we'd update you with a handy guide to the people you can rely on for support in each region.



NATIONAL



Tony Walker, UK Sales Director

Tony has over 22 years' commercial experience in the technology enabled care industry, with the last four years in sales and commercial leadership roles. He first joined Tunstall in 2000 as UK Finance Manager before moving into the Commercial Team in 2002 where he managed the sales team for 16 years. In May 2022, Tony re-joined Tunstall as UK Sales Director, responsible for supporting and driving the performance of the UK Regional Sales Team.

tony.walker@tunstall.com



Sarah Watts, Corporate Sales Director

Sarah has 25 years' experience of consumer electronic and assistive living products, working with various manufacturers to support Local Authorities and Integrated Retirement Community Providers.

sarah.watts@tunstall.com



Amy Cartwright, Internal Sales Manager

Amy joined Tunstall in 1999, and has been leading the internal account management team since 2008, helping to ensure our customers have a quality commercial experience and a consistent point of contact for day to day orders and enquiries. She works with Internal Sales Representatives Justin Anderson and Jane Conlon.

amy.cartwright@tunstall.com

BUSINESS DEVELOPMENT DIRECTORS

Lucille Whitehead, Strategic Development Director, Scotland, Northern Ireland, and Republic of Ireland



Lucille has been with Tunstall for over two years, following a career spent in varied roles within the healthcare and pharma sectors.

lucille.whitehead@tunstall.com

REGIONAL SALES MANAGERS

Wendy Trew, Regional Sales Manager, North



Wendy joined Tunstall over 23 years ago, and has held various commercial roles during this time, so has extensive experience of working with Connected Care and Group Living customers.

wendy.trew@tunstall.com

Ian Thomson, Regional Sales Manager, South



Ian has an extensive background in health care sales, with over 20 years in sales leadership roles, and 25 years working at Sanofi in pharmaceuticals.

ian.thomson@tunstall.com

REGIONAL ACCOUNT MANAGERS

Paul Queenan, Regional Account Manager, NI & Scotland



After installing Tunstall equipment for 30 years, Paul joined the commercial team in 2018, putting his years of experience and specialist technical knowledge to good use by helping our customers to achieve the best possible solutions.

paul.queenan@tunstall.com

Mark Oldfield, Regional Account Manager, East



Mark has been with Tunstall for 25 years, in various roles. He became Territory Sales Representative in 2022, using his extensive experience to help our customers realise the benefits of using technology to offer person-centred support.

mark.oldfield@tunstall.com

Dean Midwinter, Regional Account Manager, North West



Dean joined Tunstall in 2005, acting as a Telehealthcare Support Engineer, before moving to his current role in December 2021.

dean.midwinter@tunstall.com

Ainsley Bowles, Regional Account Manager, East



Ainsley has been with Tunstall for almost 10 years, playing a key role in the delivery of managed services before becoming a Regional Account Manager in January 2022. Before joining Tunstall, Ainsley worked in social care for over 20 years.

ainsley.bowles@tunstall.com

Ian Bromfield, Regional Account Manager, South West



Ian has worked for Tunstall for over 27 years, initially as part of our engineering team in various operational and managerial roles, before joining the commercial team in November 2021.

ian.bromfield@tunstall.com

Kat Smith, Regional Account Manager, South East



Kat joined Tunstall at the beginning of 2022, and has worked for various assistive technology, medical devices and environmental control suppliers.

kat.smith@tunstall.com

CSR* Special

Digging deep



Tunstall has been working with its local Whitley Parish Council to improve the community area of the local allotments. The project saw Tunstall raise a total of £1,700, match funding the value of materials and goods donated by suppliers. Seven volunteers undertook works including painting, transferring plants to new planters, levelling the ground, building a fire pit and constructing new decking. Tina Gilson, a Whitley resident and one of the volunteers, really enjoyed getting involved in the project. She said: "I'm really pleased to have given something back to the community that I live in. Having the opportunity to volunteer on a community project has been fantastic, and it has made me really proud to work at Tunstall."

[Find out more about our local patch.](#)

Growing relationships

Doncaster Deaf Trust's Communication Specialist College's specialist gardening team has been working with Tunstall and Whitley Parish Council to add a splash of colour to the local community. More than 100 plants grown at the Trust's gardens were collected by Tunstall volunteers and used to fill planters which are now on show throughout Whitley village, home to Tunstall headquarters. Doncaster Deaf Trust provides support for deaf and hearing-impaired children and adults, including horticultural courses at its college. We look forward to continuing to work together to help our local community and students at the college bloom.



Suitable employment

The **Suit Works** is an independent charity based in Sheffield which helps unemployed people of all ages who are trying to get into work by giving them a styling session and smart interview appropriate clothing when they have the offer of a job interview and they do not have, or are unable to afford to buy anything suitable. The Suit Works also offers informal interview skills training and advice on body language, dealing with nerves and preparation or practical skills to help their clients break down barriers to employment. During June, Tunstall colleagues collected more than 300 pieces of clothing and pairs of shoes to contribute to this great initiative.



Graham Brown of Tunstall with Ben Wright from The Suit Works

Keen to be green

Tunstall has long been committed to environmental responsibility and sustainability. Mick Shores, Estates & Site Services Manager recently wrote a blog to tell us more about its latest initiatives, which include creating recycling stations around the building, switching from plastic container milk delivery to using milk in reusable glass bottles from a local supplier, changing to a greener electricity supplier, updating our product packaging, and providing more sustainable options in our brilliant canteen.



[You can read the full blog here.](#)

*Corporate Social Responsibility

Keep up to date with all the latest news from Tunstall – follow us on @TunstallHealth