

CASE STUDY

**TELEPHONY FOR
MULTISITE GP
PRACTICES & NHS
ORGANISATIONS****The Arnewood Practice reduces costs and improves patient access with HC's telephony solution****Introduction**

The Arnewood Practice chose to deploy Healthcare Computing's unique telephony solution for GP Practices & NHS organisations, to replace their old telephone system. HC is a specialist provider of NHS IT Infrastructure and Support services, supporting NHS organisations to improve digital maturity and patient care.

Background

Jayne Tabor is Practice Manager of three surgeries (The Arnewood Practice, New Milton; Chawton House Surgery, Lymington and New Forest Central Medical Group, Brockenhurst and Sway) and a Practice Manager Supporter for Wessex LMCs. HC have worked closely with industry leader 8x8 Solutions to create a hosted, tailored service for GP practices and Clinical Commissioning Groups that offers functionality, flexibility and redundancy at an affordable price.

Reduced patient complaints

Patients at The Arnewood Practice had been voicing concerns that their telephone calls to the surgery were being unanswered, resulting in a substantial amount of staff time being spent on complaints. As part of an Improvement Plan, the partners wanted to change the existing phone system and vendor at the end of their rental agreement. Their incumbent local system did not offer

the flexibility to achieve the practice's aims of improved functionality, configuration, reporting and ongoing support. Jayne explains "We were keen to choose a telephony service - as opposed to a local system - as this is clearly the way forward for practices, in terms of achieving flexibility, improved patient access and satisfaction, whilst keeping costs low."

"We chose to deploy HC's hosted telephony solution as the service met our criteria and we knew that their solution was specifically designed to service GP practices."

"We also had a great deal of trust as we had worked successfully with HC for over 15 years as they support our practice IT!"

*Jayne Tabor,
Practice Manager at The
Arnewood Practice*

Flexible telephony service

Jayne explains: "We knew that using the unique telephony service would mean that we would not have to invest in expensive local equipment every few years. We chose to deploy HC's telephony solution as it worked out to be cheaper on calls, plus the system enabled advanced functionality to help manage patients' calls, such as queues and messages. It also has a powerful yet simple reporting dashboard and call recording that actually works. Another key benefit is the flexibility of the system. We are able to buy different elements and functionality separately, such as call recording on certain extensions, as opposed to investing heavily on another box of hardware that would be out of date in three years."

Benefits

A huge benefit from the deployment has been patient satisfaction. Our patients are now able to queue in the system, and they get a message so they can decide if they want to wait or not. This has been a huge improvement for patients, as they are able to make a decision on the basis of receptionist availability. With the old system, we received many complaints, with patients saying they were hanging on the phone and no-one was answering. Using the phone service functionality such as reporting, dashboard and call recording has given us control over patient access and staff performance, reducing the complaints significantly.

The deployment of HC's telephony solution went really well and the HC team were very helpful throughout. Staff picked up the new system easily and we have achieved our partners' objectives of improving our service to patients and reducing time consuming complaints. I would definitely recommend the service to other practices and will certainly look to migrate the other surgeries I manage to HC's telephony solution when their existing phone contracts are up for renewal.

"I have worked with HC for many years on other projects and have always been impressed with their professionalism and support."

Nigel Watson, Chief Executive, Wessex LMCs



About Us:

Healthcare Computing Ltd is a leading provider of IT support solutions to primary care settings across the UK, with an exceptional knowledge of the primary care IT infrastructure, a highly qualified team of experts and excellent customer service to over 700 GP Practices across 25 CCG's and support over 20,000 users.

Quick facts:

- Dedicated to delivering GP IT services
- More than 20 years GP IT expertise
- Over 700 sites and 25 CCGs supported
- One constant through the NHS changes
- IGSoc compliant
- Nationally accredited service desk
- ISO 9001:2008 quality assurance accredited
- Multiple N3 connections for remote support

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