Hc

Healthcare Computing
Your trusted NHS IT partner

TELEPHONY FOR MULTISITE GP PRACTICES & NHS ORGANISATIONS

Millstream Surgery replaces their antiquated telephone system with Healthcare Computing's hosted

Millstream Medical Centre in Salisbury chose Healthcare Computing's telephony solution as a replacement for their antiquated system. HC VoIP solution has been successfully deployed at the practice, providing numerous business benefits.

HC is a specialist provider of NHS IT Infrastructure and Support services, supporting NHS organisations to improve digital maturity and patient care.

Background:

Millstream Medical Centre chose to work with HC as the practice has enjoyed an excellent relationship with the company for many years as their main supplier of IT support services. Wendy Shelley is Practice Manager at Millstream Medical Centre and her positive experience with HC influenced her decision to explore further solutions with them.

Wendy explains: "From the outset I was impressed with the presentation of HC's telephony solution. The team at HC were top notch, listening to our requirements and discussing these in detail with us. I felt they were really on board with what we wanted, and with their industry knowledge and expertise, I felt very confident in their telephony system. Once we had made the decision to go with HC, the solution installation was really very easy even though our old suppliers were problematic. HC even liaised with our former suppliers in order to facilitate the move. The staff at 8x8 were also great, in fact everyone in the team went above and beyond what was necessary to ensure a smooth transition."

"We have used HC for the practice's IT equipment for many years and their customer service has always been outstanding. When we heard the company was providing a telephony system specifically tailored for GP practices, I was very interested: if the service and solution matched previous experience, it would be fantastic. I am glad to say that I was not disappointed!""

Wendy Shelley,
Practice Manager at
Millstream Surgery

Easy Go Live and intuitive training

The practice experienced a very successful go live day. "It was really important that there was minimum disruption to the practice when we switched telephone systems, and I was pleasantly surprised with our Go Live day. Everything went really well, with our HC contact here all day to ensure that things went smoothly. We had some problems with our former supplier, which the HC representatives sorted out." Wendy and her team benefitted from the simple and effective training package after the installation. Wendy explains: "The training session went really well and I liked the fact that it was kept simple."

"Everyone in the team went above and beyond what was necessary to ensure a smooth transition.

I am so glad we made the change to HC's telephony solution and am delighted with the system."

Wendy Shelley
Practice Manager, Millstream Surgery

Saving money and improving service re-design

The practice is now benefitting from an efficient and future proof telephony system, meaning they will no longer have to invest in expensive equipment. "We are really pleased with the system," says Wendy. "Since we have gone live, any queries or tweaks, the team fix straightaway from the back office. I have recommended HC's telephony solution – and HC's great customer service – to other practices. "I could not fault HC – the whole process was seamless, and I have nothing but praise for the whole team: HC are fantastic with customers. I am so glad we made the change to HC's telephony solution and I am delighted with the system."

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

Do you want to know more about what Healthcare Computing can do for you?

Visit **healthcarecomputing.co.uk** for further information or call **0845 0346344** to speak to one of our team members.