

CASE STUDY

# TELEPHONY FOR MULTISITE GP PRACTICES & NHS ORGANISATIONS



## Westbourne Surgery choose Healthcare Computing's telephony solution

Westbourne Surgery is a busy practice in the centre of Bournemouth with over 15,000 patients. When the surgery recognised a need to change their dated telephone system they chose Healthcare Computing VoIP solution. HC is a specialist provider of NHS IT Infrastructure and Support services, supporting NHS organisations to improve digital maturity and patient care.

### Background:

Janet Ashby is Practice Manager at Westbourne Surgery and oversaw the move to HC's telephony solution. Janet explains: "Our previous telephone system was an old, in-house system which was over ten years old. It was no longer properly supported by the supplier, which meant that if there was a problem – which there frequently was – there was no support. On one occasion the system went down completely for a whole day, which was a huge problem for us. Patients often complained that the surgery phones were engaged all the time, and we really wanted to improve patient access. The old solution would not accommodate extra lines, so was not suitable for growth into our newly built extension. It also had limited functionality, with no reporting or call-queuing."

The surgery looked at several telephony systems and chose HC's telephony solution, largely for the support that was on offer and the specialist knowledge of the primary care arena. "HC look after our IT as well," explains Janet, "so it worked out really well. We also liked the idea of moving with the times and choosing a Voice over Internet Protocol (VoIP) option. The specialist team at HC came in to review the surgery, make recommendations and start the project."

*"When HC's telephony solution first went in, it was quite a major shock to the Reception Team over the number of calls they were receiving. It became very apparent the number of calls that were being missed on our old system, once the new system was implemented."*

*Bev Lane,  
IT Manager at Westbourne  
Surgery*



## TELEPHONY SOLUTION FOR MULTISITE GP PRACTICES & NHS ORGANISATIONS

### HC' telephony solution - saves money and improves service

Janet talks about the benefits of the new system. "HC's telephony solution has really streamlined staff activity. We have changed the routing of calls to the main number, with calls always going to the first or second phone if available before the third/fourth. This frees up time for receptionists on third/fourth phones to focus on other tasks at less busy times. We also appreciate the fact that, as the system is a service, we will no longer have to spend around £10-£15k on a phone server every 5 years or so."

"It has also made a huge difference to patients, as we now have call queuing. It makes it so much easier for patients to get through and enables us to sort out the team much more effectively. We have had few complaints from patients since going live - which is in stark contrast to before - and we even receive positive comments now. In addition, I find the support second to none. We no longer have to call an engineer out on-site as this is all done remotely under the terms of an SLA. We have the capability to carry out reporting, which we are really looking forward to using."

Bev Lane, IT Manager at Westbourne explains: "When HC's telephony solution first went in, it was quite a major shock to the Reception Team over the number of calls they were receiving. It became very apparent the number of calls that were being missed on our old system, once the new system was implemented."

"The new system certainly immediately improved the communication line with our patients and once our patients have got used to the system, we have had many compliments on it. The patients like the fact they are told if all the Reception Team are busy and if it is not an urgent call to maybe try later on in the day, but they are also welcome to hold. You obviously still get a few patients who don't like the system, but the majority have given full praise."

"Looking at the reporting, our calls are answered a lot quicker than before and the number of callers getting through has increased enormously. In the beginning we had a few teething problems with the system, but these were handled immediately and efficiently by HC, who were also on site the day of installation. Since the signing off on the installation, any issues or enquiries have been handled by the Support Team, who acknowledges any request by email normally by return. Their support is second to none and they are always at the end of the telephone if it is a matter that cannot wait."

"Even with a simple change of external number due to a staff move is dealt with remotely in a professional and easy manner."

"I would fully recommend this type of telephone system to any busy business or Medical Centre like us."

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**"The installation was completely painless, despite the fact that it was a complicated situation as we were moving people around and into the extension. Staff picked up the system really quickly and the support from HC was fantastic. They were exceptionally responsive to any calls or requests we made to resolve teething problems."**

**Janet Ashby**  
**Practice Manager at Westbourne Surgery**

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