

CASE STUDY

TELEPHONY FOR MULTISITE GP PRACTICES & NHS ORGANISATIONS



Brownhill Surgery saves costs and improves efficiencies with HC's hosted telephony solution

Advanced Technology

Brownhill Surgery in Eastleigh chose Healthcare Computing's telephony VoIP solution to replace their old telephone system. The practice chose to deploy HC VoIP solution as they were impressed with the system and had an excellent relationship with HC. The solution was installed seamlessly and is providing benefits and cost savings across the practice. HC is a specialist provider of NHS IT Infrastructure and Support services, supporting NHS organisations to improve digital maturity and patient care.

Background / Problem

Brownhill Surgery in Eastleigh was keen to change telephone system at the end of their 5 year rental agreement with their old system vendor. 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. Nicki Webb is Practice Manager at Brownhill Surgery and oversaw the move to HC's telephony solution. The practice chose HC's telephony solution as they had a longstanding and very good relationship with HC and were confident they would continue to receive excellent levels of support.

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.

"We had been using an old telephone system on a rental agreement for 5 years and we could not wait to change it! We didn't have any control over the system ourselves, so if we wanted to change messages which we frequently did - we had to contact an engineer at an additional cost.

Once we had seen a demonstration of the system, we were really impressed and liked the way it was set up."

*Nicki Webb,
Practice Manager at
BrownHill Surgery*

Easy installation and excellent support

Brownhill Surgery found the installation to be completely seamless. Nicki adds: "The transition was so well carried out that we had absolutely no complaints at all. We have since carried out a patient survey on the new telephone system which has produced some impressive results. Of those patients asked, an impressive 90% of patients found the options on HC's telephony solution easy to follow; while 80% found that the system covered their needs."

HC's telephony solution - Cost savings and improved reporting

Nicki talks about the benefits of the new system. "We are really pleased that we will no longer have to replace outdated equipment every 5 years or so. We are already benefitting from cost savings as we no longer have ISDN lines. The reporting software is a real benefit, as it provides us with data that we simply didn't have access to before. We are now able to manage staff better as we know when our busiest times are. It is really good for data management and, of course, the patients are pleased with being able to get through much more easily."

"We were also delighted to be making big cost savings by ditching the ISDN lines, which were really expensive. A telephone system is as vital to the smooth running of a surgery as the IT, so it was absolutely vital we made the right choice and we are so pleased we went with HC's telephony solution. The specialist team at HC came in to review the surgery, make recommendations and start the project."

*Nicki Webb,
 Practice Manager at BrownHill Surgery*



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
- Data Security and Protection Toolkit compliant
- Nationally accredited service desk
- ISO 9001:2008 quality assurance accredited
- Multiple HSCN connections for remote support

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