

SERVICE DESCRIPTION

GP Line

The Requirement

GP surgeries face constant pressure on budgets. The need to minimise administrative expense to allow focus on patient care is a continual headache. Reduced surgery attendance and missed appointments through telephone consultation is a primary goal, yet without simple and easy to use telephone management one which is easily missed.

The Care Quality Commission published statistics in 2008 showing that 55% of patients "always or sometimes" had a problem getting through on the telephone to their GP practice or health centre; only 44% of Out-of-Hours providers had arrangements in place with local GP's to automatically divert calls outside of surgery hours and only 25% of local areas fully achieved QR8c OOH calls answered within 60 seconds.

Through a simple provisioning and configuration process, in-coming traffic can hunt up to four destination numbers for connection. Once presented to the platform, a feature rich suite of management and control information is available to monitor traffic patterns, assist in resource planning across single or multiple locations and provide real-time statistics, reports and number management control.

Developed to be readily available in a simple form in no way limits the upgradeability of the service to access additional features to enhance business performance and the patient experience.

A Practical Example

For GP's who provide health care services to the community from separate locations and need to ensure continuity of service when impacted by different staff working patterns, out-of-hours responsibility and diverse patient calling profiles.

Our **GP Line** service can provide assurance that incoming patient calls are quickly delivered to an appropriate destination and can incorporate any established out-of-hours health care support agreements. The system can provide advisory information to practice staff receiving patient calls, allowing call flows to be distributed across all available locations and staff destinations. For added control all calls can be recorded and secure Internet access to real-time statistics allows GP's to optimise their local resources, ensure effective call flows and maintain high-levels of patient satisfaction whilst controlling costs.

Standard Features

Telephone service types

Lines are available as geographic or non-geographic numbers. New numbers can be provisioned, or, existing numbers ported (subject to carrier porting arrangements).

Call Routing

Single in-coming services that can hunt across four target destination telephone numbers (landline or mobile) to ensure callers always get through.

Welcome Message

The ability to 'self-record' a welcome message announcing to the caller that they have contacted the correct surgery, provide reassurance that their call is being handled and if appropriate, relay any additional and relevant information.

Whisper Announcement

Ensuring that the receiver knows which surgery or service was called (before dialogue begins), with the option to transfer the call.

Time-of-Day Plan

The ability to create routing plans based on specific working hours and working days. Four time zones and four destinations per time zone are available.

Mid-Call Transfer

If the receiver of the call needs to onward route the call to a different surgery or staff member, the call can be easily transferred whilst maintaining caller contact.

Online Service Management

Via the Internet and secure user logon, access the system to view call records and statistics plus if required, manually change the target destination for all in-coming calls.

Optional Features

Call recording for all calls, with access to the management system to replay selected calls, or, download call recordings for local storage.

Studio recorded messages as a replacement for 'self-recorded' messages.

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