

# CASE STUDY

## Concord Medical Practice

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Concord Medical Practice, based in Washington, Tyne & Wear, provides a number of chronic disease management clinics such as Asthma, Diabetes, Hypertension, Coronary Heart Disease, and Stroke/TIA, along with nurse clinics such as Family Planning, Travel and Childhood Vaccinations, and NHS Health Checks.



## The Challenge

December 2018

Operating within the Sunderland CCG, Concord Medical Practice were required to upgrade their telephone system to include integration with their EMIS clinical system, thereby allowing "staff know who is calling now."

Management also wanted the ability to "listen to calls if necessary" as a means of assessing call handling practices and allowing the team to improve the staff/patient interaction where needed.



## The Solution

After an assessment period where Sunderland CCG engaged with a number of providers, the recommendation that Surgery Connect be considered was taken up by Concord Medical Practice. The integration with EMIS Web is intuitive, allowing staff to transition smoothly. A popup advises staff which patient is calling, providing immediate access to their details. Calling the patient, or accessing associated call recordings, is also a quick process via the popup.

Concord Medical also took into consideration that with Surgery Connect: "everything was with one supplier."



## Concord Medical Practice Says

"Implementation of the service and after go-live were absolutely seamless - which we were all pretty shocked about, as we were waiting for everything to go wrong - but it didn't!"

"X-on worked really well with Sunderland CCG and Egton to make sure the whole process was absolutely seamless."

"The features we find most useful are listening to calls, queue jumping for the GPs, knowing who is ringing, plus the reports have been extremely enlightening!"

"A great product, great customer support (which is a huge factor in recommending the system), easy to use - once you know how - but support will help you immediately, does exactly what they said it would do without any hidden charges / extras."

### Kay Clark

Practice Manager, Concord Medical Practice  
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## Surgery Connect Health Phone System

Supports IT transformation within the NHS by delivering quality, safety and efficiency to staff and patients.

Surgery Connect can be deployed into a single GP Practice, or provide omnichannel communications across Federations and CCGs. It can allow Practices to configure a GP Hub by best utilising collective resources. Clinical system integration minimises staff time on calls, reducing costs.

## X-on Cloud Telecoms

X-on are providers of secure, flexible and cost effective communications for the Healthcare sector. We have decades of experience designing and implementing innovative and reliable hosted telecoms systems where data security is paramount.

X-on services are continually improved to meet customer communication needs, delivering simplicity of operation and integration with desktop systems.