

# CASE STUDY

## Freeman Hospital



Freeman Hospital is part of the NHS Foundation Trust, offering services ranging from general surgery, hip and knee replacement, treating complex liver, pancreatic and kidney diseases, through to the latest developments in hearing restoration, and care for patients with sleeping disorders.



### The Challenge

Freeman Hospital contacted X-on in 2007 to implement a service which would allow two-way SMS communication between consultants, nurses, patients and their carers.

Nurse Liaison Officers were spending too much time on the phone talking to patients and their carers for simple requests, such as blood test results or the cancellation of clinics, and phone calls were often duplicated taking up valuable staff time.



### The Solution

X-on was able to provide Freeman Hospital with auditable Appointment Reminders. The service allows Freeman Hospital to send out SMS reminders, receive replies specific to the patient, and also have those replies easily shared amongst the consultants and nurses. One SMS can reach many patients, saving nurses and patients valuable time.

X-on Appointment Reminders, though initially supplied as a patient communication tool for long term disease management, has also been used by Paediatric Cardiac Unit administration staff to manage clinic cancellations, and now serves as the only communication to remind patients to have MRSA screening before surgery. This has reduced the costs of communicating with patients in these areas by 93%."



### Freeman Hospital Says

"Highly convenient, time saving, and makes communication simple between hospital and patients and their families at home. Families respond to it readily as most people are very familiar with texting these days. I would highly recommend it to other health care professionals."

"We hope to be able to improve our communication, particularly with teenagers, by using this system."

#### Sister Julie Flett

Liaison Sister, Paediatric Cardiac Transplant  
Freeman Hospital, Newcastle upon Tyne  
[newcastle-hospitals.org.uk](http://newcastle-hospitals.org.uk)

### Reminders

Patients are asked to confirm their attendance at a booked appointment. Evidence demonstrates this results in significant reductions in costly DNAs.

The latest in speech recognition technology automatically generates the SMS, so no complex interaction is required from the receptionist.

X-on is the provider behind over 5,000 vaccination reminder services in Primary Care.

### 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.

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