Glovers Lane Surgery is a well established GP practice, in the heart of Netherton, Merseyside. We offer a wide range of clinical services to our population of over 7,500 patients. This includes midwifery appointments, minor surgery clinics, monitoring of long term conditions and counselling.

The Challenge
The demand for services at Glovers Lane Surgery meant it was becoming increasingly difficult for patients to get through to book or change an appointment, especially on Monday mornings.

The team at Glovers Lane were keen to alleviate the problem and engaged with X-on after visiting the Surgery Connect stand at the Best Practice exhibition in Birmingham 2016.

The Solution
X-on have provided Surgery Connect, a Healthcare Phone System which provides them with timer controlled call management, call queueing with position announcements, call recording to assist with improving call handling and in resolving any patient issues, and backup to mobiles.

In addition Glovers Lane utilise a Wallboard, which displays an array of useful data such as callers queued and wait times. Staff can also use any phone extension to broadcast over an included Surgery PA.

Glovers Lane Surgery Says
"Wish we'd moved over sooner!"

"Competitive contract, great account manager, excellent support (although we did have a few teething problems on the go live day) and so much better than what we had before."

"I'd thoroughly recommend Surgery Connect to any practices thinking of installing a new telephone system."

Gill Branton
Practice Manager, Glovers Lane Surgery
gloverslanesurgery.com