

CASE STUDY

Health and Beyond

Health and Beyond serves 14,000 patients across 4 sites in the Wolverhampton area, providing a number of clinics including children's immunisations and baby clinic, smoking cessation counselling and travel advice with appropriate injections.



The Challenge

April 2018

Health and Beyond needed expert telephony help during the merger of their 4 sites, and contacted X-on for assistance in setting up a unified communication system which would effectively service patients across the federation.

They wanted a system which made call handling much easier for their staff, and which included call queuing for patients, with those calls securely recorded.

It was important that there was no disruption to services, and that patients could continue to get through during the transition period. Cost savings were also an important consideration.



The Solution

X-on implemented Surgery Connect across the 4 sites. Surgery Connect's extensive reporting includes the time taken to answer calls, which has helped Health and Beyond efficiently assign staff at peak times, thereby aiding patient care: "Call logs have helped us with our complaints management."

The web portal aids management to pool resources and improve call handling across the Health and Beyond practices, at a reduced cost compared to their previous provider.



Health and Beyond Says

"X-on has a brilliant portal which helps us with complaints management, call logs and runs reports on our waiting times, dropped calls etc. - helping us improve our patient care."

"X-on looked at costs for our previous provider, and ensured we had significant savings when we moved over to them. They also helped us with any costs of coming off a contract with our previous provider. The bills are easily itemised and they were the most cost effective when we looked at a range of providers."

"X-on installed the service within weeks, ensured there was no loss in service provision during change over, and made the transition as smooth as possible. Their customer care was brilliant."

John Seymour

Group Operational Lead
Health and Beyond

allsaintsandrosevillasmedicalpractice.co.uk



Surgery Connect Health Phone System

A future proof, secure GP telephony solution providing better service for practice staff and patients.

Improved patient experience, more efficient practice management, and scalability supports growth across multiple practices and delivery of the integrated care agenda.

Clinical system integration minimises staff time on administrative tasks.

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.