



# CASE STUDY

## Saffron Health



*Saffron Health Partnership is a newly merged 2 site NHS healthcare practice based in the Midlands, with 7 GPs and associated practice staff. It comprises a main surgery and a smaller branch site located in the same town, together serving nearly 14,000 patients.*



### The Challenge

October 2016

Saffron Health Partnership wanted a cohesive cloud-based solution that would make significant cost savings as well as allow for increased functionality enabling a more efficient customer service for patients. The Practice wanted reliable call recording facilities as well as a useful back-end solution that would allow them to make practical use of real-time call statistics.



### The Solution

X-on provided Saffron Health Partnership with Surgery Connect. This solution has enabled an efficient call queuing facility for patients while at the same time allowing staff to make unlimited outbound calls.

Surgery Connect also provided a comprehensive back-end package that allows managers to view in real-time data such as length of call queues as well as allowing these statistics to be downloaded to help improve staff efficiency.



### Saffron Health Says

"We chose Surgery Connect because it is feature rich; the User Console, call recording and queueing for our patients at no additional cost."

"We have saved money and gained useful additional features for our telephone system. The call recording feature has proved to be a most useful tool for us."

"Aftercare services and IT support has been excellent. We have had good support to fine tune the system to work for our practice."

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Saffron Health Partnership

## 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.