

CASE STUDY

Spirit Healthcare

Spirit Healthcare provide innovative products and services that improve the lives of patients whilst delivering real value for healthcare systems. Surgery Connect is supplied to 3 practices working collaboratively together in the East Midlands, providing services to over 15,000 patients.

X-on
GOOD CALL



The Challenge

November 2018

Spirit Healthcare wanted to improve their patients call experience at all times: "We required help with improving phone access to patients booking appointments and general enquiries during the opening hours, and supported by a seamless backup should the phone service be interrupted during core hours with minimal impact to patients."

Additionally Spirit Healthcare required access to patient call recordings which would allow them to further improve the call experience, providing staff with a review tool when needed.



The Solution

Surgery Connect provided a feature package that met Spirit Healthcare's requirements: "We selected Surgery Connect for features such as call recording, improved access to reporting to review data, allowing us to improve customer care and quality of calls. We wanted it managed locally, and with access to a responsive support package."



Spirit Healthcare Says

"We chose Surgery Connect because it offered the best value for money and provided a complete call package with no hidden costs."

"We find the service relatively easy to use. We spent time understanding the system, and now monitor regularly as there is great support for improving call configuration."

"The reporting facility has impressed us the most. It provides evidence we share with Patient Participation Groups, which demonstrate areas to be improved, and where things have been improved."

"We have found working with X-on efficient and supportive, with smooth mobilisation and implementation, excellent customer and support team service."

Maxine Rowley
Primary Care Operations Director
Spirit Healthcare Ltd
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SPIR!T
HEALTHCARE

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.

SURGERY CONNECT

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