

CASE STUDY

Wallace House



Wallace House is a NHS General Practice Medical Surgery spread over two branches located within Hertford in the UK. Wallace House comprises eight GPs, along with a large practice team of over twenty people, providing primary care to patients.

X-on

GOOD CALL



The Challenge

December 2016

Wallace House Surgery approached Xon seeking a Cloud phone system to improve their overall communications and the efficiency of their service in order to enhance the experience of patients.



The Solution

X-on's Surgery Connect was the ideal solution for Wallace House. Surgery Connect is a Cloud Phone System designed specifically for the needs of the busy healthcare surgery, providing a complete solution to manage busy call periods, minimise costs and a browser-based management console.



Wallace House Says

"The Surgery Connect Service that X-on provides has easy access to controls via websites, this is useful for us as we have two sites to manage. The service is a simple design and easy to use. A key feature of the service is the Wallboard/Web application, which is very easy to log into, and shows clearly how many callers are waiting and longest wait times. We check this periodically throughout the day to see if more staff are needed on the phones."

"Moving to X-on enables us to release more phone lines when required, providing our patients a more pleasant telephone experience."

"Our experience in dealing with X-on has been that everyone is keen to help when you call with an issue, everyone there has been very friendly, happy to help and assist our staff in learning and understanding the full potential of the telephone system."

Sophie Parkins
Administration Clerk
Wallace House Surgery
wallacehousesurgery.co.uk



Surgery Connect Health Phone System

X-on understands the stresses that a busy practice puts on the phone system and have designed Surgery Connect, used in General Practices throughout the UK, to overcome these using our experience in call centres and surgeries.

Surgery Connect works with existing systems, or stand-alone, to improve the call experience for patients and staff.

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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