

CASE STUDY

Worden Medical



Worden Medical Centre is based in Leyland, where they run many clinics for chronic disease care, and offer a wide variety of other medical services such as contraception, antenatal and postnatal care, childhood and travel vaccinations, minor surgery, well-person check-ups, and warfarin monitoring.

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.



The Challenge

November 2016

Worden Medical Centre wanted to substantially improve their patients call experience, particularly when booking one of their many clinics. They were also keen to find a solution to the problem of peak time call handling.



The Solution

X-on's healthcare phone system, Surgery Connect, provided Worden Medical with a complete solution to their communications needs. Callers are queued during peak times, while being kept informed, with Practice staff able to monitor the queue length and apply resources when necessary.



Worden Medical Says

"Moving our communications to Surgery Connect has resulted in a much better call experience for our Patients, particularly on Monday mornings, which are our busiest times."

"The ability to monitor the callers who are queued means we can efficiently allocate staff time to deal with those calls."

"Overall we have found Surgery Connect is providing significantly improved call handling over our previous system."

Tracy Williams
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