



# SURGERY CONNECT

## Q Buster Webinar - Questions & Answers

### Q1. Can you explain the threshold please?

The threshold is the number of patients that will sit in your physical queue before Q Buster is activated. Think about how many receptionists you have in your group before you set your threshold. We recommend 6 - 8.

### Q2. How does a patient cancel their call back?

There are two ways a patient can cancel their call back.

If they call back into the surgery, Q Buster will recognise that number, tell them where they are in the queue and will give them the option to rejoin the queue, to cancel their call back, or to hang up to continue their call back.

When they get their call back, they will be given the option to rejoin the queue (normally position 2, as per your settings), or they can cancel the call back.

### Q3. Can the system fail to call back?

I haven't seen any incidents of Q Buster failing to call back. You can always search for any Q Buster calls via the user console using the patient's number, and all of the details should be there.

The only time it will fail is if they do not get a call back before the closing time of your phone line. In which case, if they are using a mobile, they will receive a text message explaining that the surgery has now closed.

### Contact Information

For information, the main contact details which you may wish to note, for use after the 'Go Live' to your new Surgery Connect service are:

- **Training** requests should be emailed to [training@x-on.co.uk](mailto:training@x-on.co.uk)
- For **technical assistance**, contact our Service Desk by ringing tel. 0333 332 6633 or by using the Support Portal option <https://support.x-onweb.com/>

If you need to download any additional copies of user guides, quick reference information or phone prompt cards, these are available from the online Help Centre <https://training.x-on.co.uk/instruction-guides.html>