



SURGERY CONNECT

2022 Review and what's new in 2023 Webinar

Presented by James Delves

Session Agenda

- 2022 Review
- Coming in 2023
- Exhibitions
- Contact us

2022 Review



Acquired by SCG in March 2022

- The number of simultaneous calls doubled from 17,434 to 34,986
- Total calls risen from almost 17 million to over 24 million per month
- 701 New surgeries have joined Surgery Connect
- 15 new staff members
- Attended 13 exhibitions
- First Annual Survey

2022 Review

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This award ensures that the Surgery Connect system is a safe solution that does not put patient data at risk



Comms Council Awards - Best
Comms Software of the Year



HTN Awards - Excellence in Cloud
Technology Awards



General Practice Awards -
Digital Solutions Provider of the Year

2022 Review

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Launched Phonebar

Appointments List



Active Patient Options

Appointments

Session: telephone call back (00:00-00:00) (Dr Lato) | Date: Today | REFRESH

SMS ALL PATIENTS

Actioned	Time ↓	Patient	Date of birth	Contact options
<input type="radio"/>	08:00	Mr Gareth Blinx	01/06/1988	
<input type="radio"/>	10:00	Mr Gareth Blinx	01/06/1988	
<input type="radio"/>	10:10	Mr Gareth Blinx	01/06/1988	
<input type="radio"/>	10:20	Mr Gareth Blinx	01/06/1988	
<input type="radio"/>	10:30	Mr Gareth Blinx	01/06/1988	
<input type="radio"/>	10:40	Mr Gareth Blinx	01/06/1988	
<input type="radio"/>	10:50	Mr Gareth Blinx	01/06/1988	



2022 Review

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Changes to Consoles



Online Help Centre

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Welcome 🙌

Search our help centre for information and step by step guides on Surgery Connect.

For urgent queries please contact the Support Team directly.

Search for help

Q Search articles...

Suggested articles

- Service Delivery Console - Users Over... >
- Step 2 - Activating the Surgery Conne... >
- Adding Users Individually >

Search

+ Add New User Import Users Export Users

Q Search

CLI by User

Edit User: Jack Harkness

User Details Advanced Settings

User CLI: 0333 332 3559

Select a CLI...

- Withheld

Direct Calls Only Status

Jack Harkness 206

<p>Numbers</p> <ul style="list-style-type: none"> Work: 01449 100112 Mobile: 07759 703530 Temp: Soft phone 	<p>User status</p> <ul style="list-style-type: none"> Available Do Not Disturb Outbound Calls Direct Calls Only Logged Out 	<p>Group management</p> <ul style="list-style-type: none"> Appointments Reception Emergency Bypass Secretaries
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Close

User Status

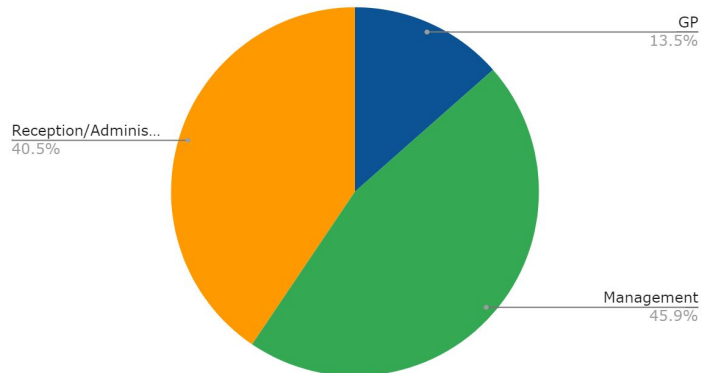
- Available ✓
- Direct Calls Only
- Do Not Disturb
- Offline

Available ?

Annual Survey

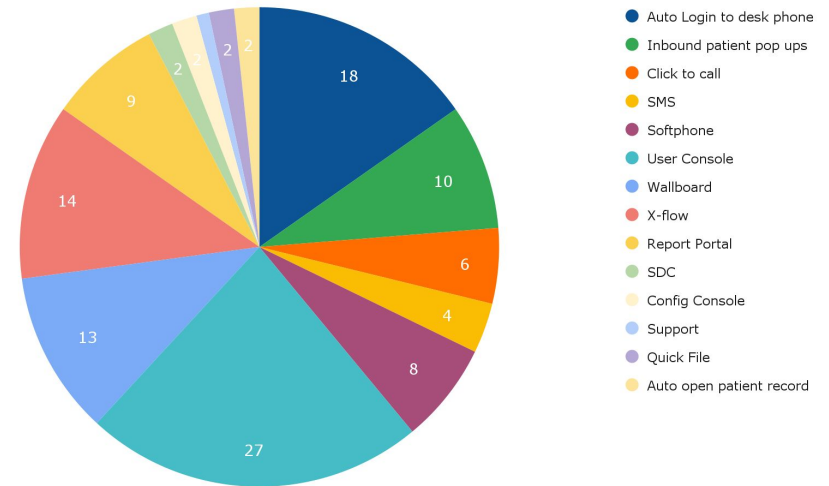
- 37 Responses
- 34 Surgeries
- 5 GP
- 17 Management
- 15 Reception/Admin
- 68% EMIS Users
- 76% Working in Practice

Role



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Most Used Features



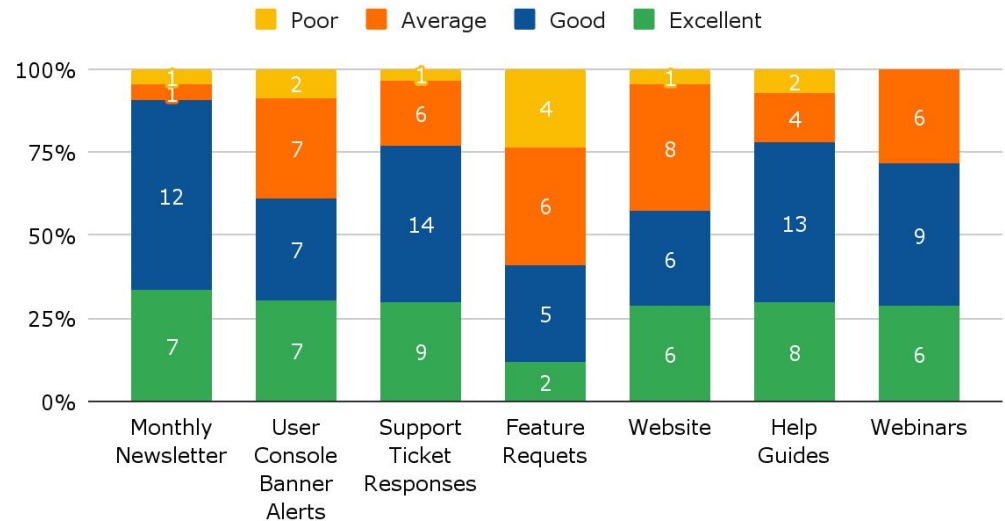
Annual Survey

Feedback

- More help guides and videos.
- When searching for a help article it would be useful if the functionality allowed to search for a word within a PDF.
- Release the new toolbar which looks great
- Not aware of many of these comms channels!
- Keep telling us about the latest features, we don't all take these up immediately so please keep informing us and maybe show how other practices are using them. Maybe separate announcements for Emis and Systmone. It's quite annoying to see a feature for Emis but not SystmOne.
- Be more receptive and responsive to development requests.

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Communication



Coming in 2023

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- Launching the first part of our new Check, Cancel and Book Appointments project, initially for EMIS customers only
- Launching a Phonebar for SystmOne Users
- Releasing a Phonebar that works completely independently of any clinical integration
- Reporting on our carbon footprint reduction and updating you on our Corporate and Social Responsibilities
- Updating our Business Continuity, more detail can be found [here](#).



Exhibitions

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We will be attending the following events, please come and say hi!

8th-9th March	Best Practice London	London Olympia
14th-15th March	Rewired	London Business Design Centre
26th-27th April	The Healthcare Show	London Excel
9th May	PCN Clinical Directors	London ExCel
13th June	PCN Clinical Directors	Birmingham - TBC

Contact Us

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- New Features and system requests - email products@x-on.co.uk
- Training and Webinars - email training@x-on.co.uk
- Support/Service Desk - Support portal or call 0333 332 6633
- CRMs - 0333 332 0000 Option 1, and then select Existing Customer
- Billing - 0333 332 0000 Option 4
- Additional Headsets - email orders@x-on.co.uk to be registered for our online shop



Summary & Questions

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Questions?