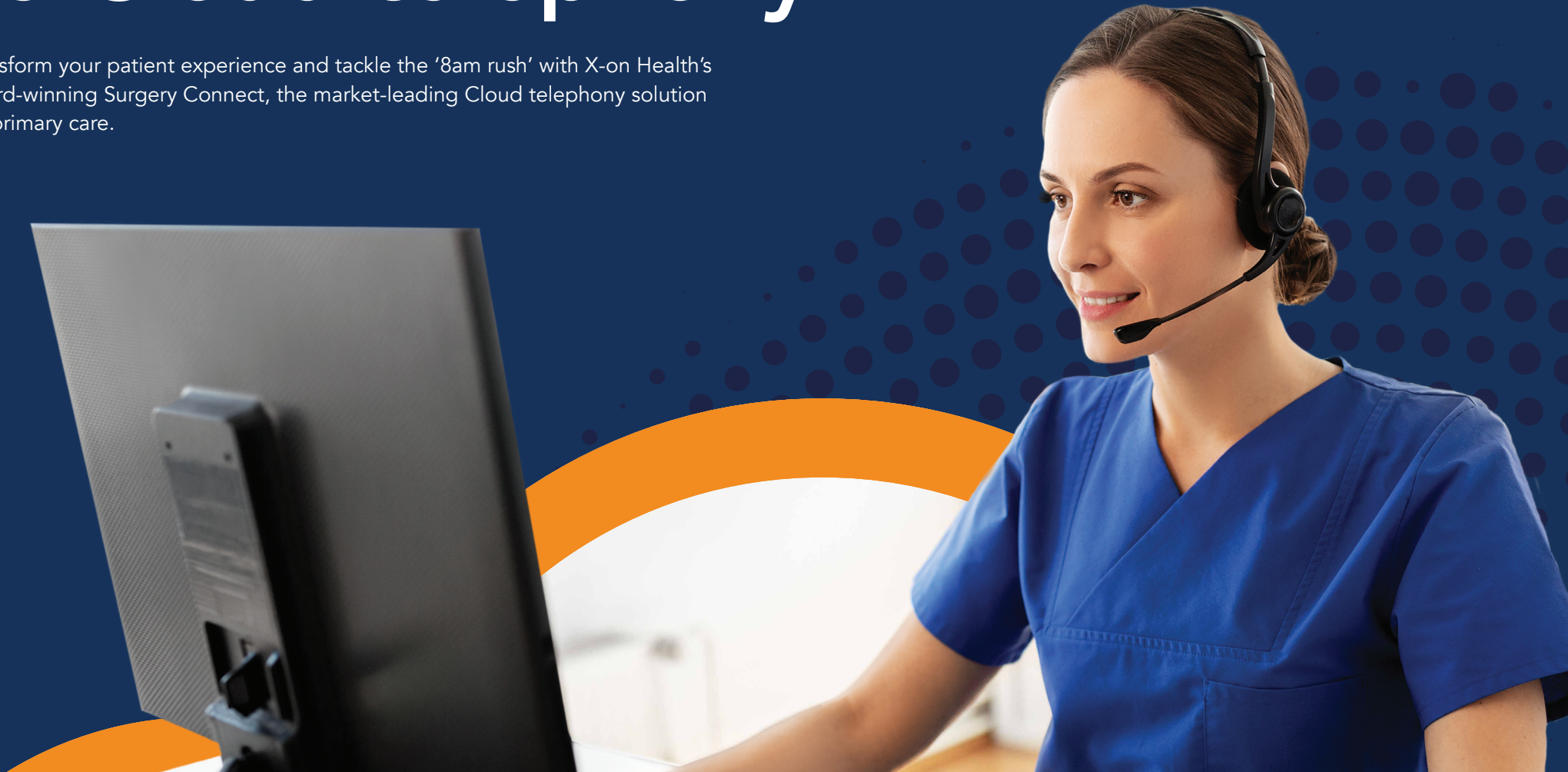


SURGERY CONNECT



The digital pathway to Cloud telephony

Transform your patient experience and tackle the '8am rush' with X-on Health's award-winning Surgery Connect, the market-leading Cloud telephony solution for primary care.



Healthcare Telecoms

35% of UK GP practices are currently using Surgery Connect to reliably and securely communicate with their patients.

Surgery Connect is a future-proof secure cloud-based telephony solution that improves patient experience and supports productive practice management across multiple sites, making it ideal for GP practices, hubs, federations, PCNs, ICBs and CSUs.

Practices benefit from contact centre technology, clinical system integration and real-time performance reporting, which meets the National Access Reporting requirements, to help reduce workload and manage demand. Patients benefit from appointment self-management, and unlimited lines for extended and easy practice access.

With excellent installation and customer support, and by enabling practices to satisfy GP Contract requirements, Surgery Connect is a cloud-based, scalable technology that enables primary care to be the foundation of a data-driven, people-powered healthcare system.



Satisfy NHS GP Contract requirements

Advanced GP telephony can help satisfy the requirements of the updated GP Contract. Surgery Connect supports telephone and video consultations, greater collaborative working, while helping to reduce DNAs, and supporting better patient care.



Measurably reduce costs through clinical system integration

By adding powerful patient communications and contact centre functionality into clinical systems, Surgery Connect measurably reduces costs by cutting the time spent on administrative tasks and calls, and enabling appointment self-management and patient signposting.



Measure and manage demand

With unlimited phone lines and call queues, and with dashboards updated in real-time, practices can assign resources to where there is most need. Patients and practices benefit from greater self-service, with automated messages and reminders.



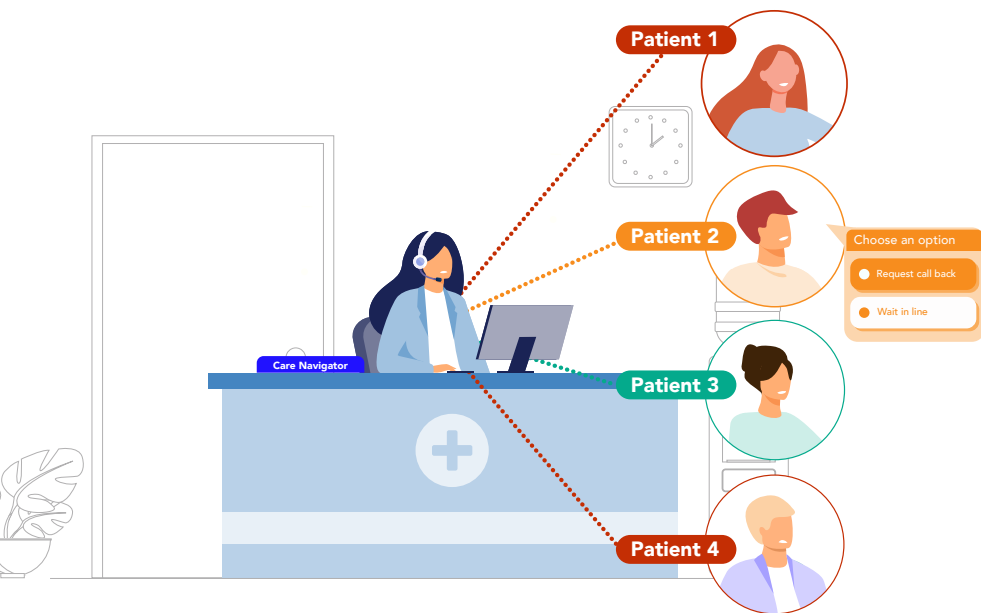
Balance resources across multiple sites

GP practices and hubs can provide normal and extended access across multiple sites through Surgery Connect. Smart and scalable call distribution tools mean that inbound patient calls are handled efficiently and effectively, and can be managed where resources are in place.

Measure & Manage Demand

Improved patient experience

New ways of working which enable staff to work smarter, not harder, while improving patient access.



Patient Callback

Patient Callback allows patients to request an automated call back from the surgery when their call would have ordinarily reached front of queue, addressing the NHS push for calls to be 'free at point of access' for patients.



Call Queue Info

Practice information can be delivered while patients are in the call queue. An SMS can be sent to the patient providing a link to the NHS booking App. Patients also have the option to choose where their call will be directed, such as department or dispensary.



Listen in

Administrators can listen in anonymously on active calls, or only interact with the staff member when training, or interject fully into the call, improving call handling technique and the patient experience.



Calendar

Adding Calendar events automatically alters practice call handling, controlling hours of operation, departmental access, holidays, or allowing non-standard routing for training and improved practice efficiency.



Mobile Phone Backup

Mobile Phone Backup avoids patient distress when external events cut connectivity to the usual surgery phones. The mobiles operate as fully featured extensions without any discernible difference for staff. Mobility is also an advantage for OOH activity and other flexibly located staff.



Auto Step In

Auto Step In reacts to fluctuations in patient call levels without the need for manual monitoring. Administrators can configure when Auto Step In adds backup staff to the distribution group, relieving queue pressure, ensuring staff efficiency, and maintaining patient satisfaction.

Clinical System Integration

Measurably reduce costs

Clinical System Integration measurably reduces overall costs by minimising time spent on administrative tasks and calls, while improving data quality and compliance.

Contact centre features, including intelligent call queueing and routing, highly secure call recording automatically attached to patient records, confirm and remind systems to reduce DNAs, telephone triage, extensive reporting, and clinical system integration, provide solutions to the updated GP Contract requirements.

Integration allows staff to contact patients with a single click. Patients can self-manage their appointments, further reducing staff workload. Integration is supported at single surgeries, or in a Hub, or in a Call Centre configuration where agents can handle calls for a group of surgeries. There is no hardware required to facilitate integration.

EMIS Health, SystmOne and Vision integrate fully with Surgery Connect, maximising GP practice efficiency.

Key Area Benefits

Administrative Efficiency

- Locate Patient Record
- Click to Dial
- Locate History
- Quick SMS

Patient Empowerment

- Check or Cancel
- Manage Triage Calls
- Patient Signposting
- Prescription Information

Safety and Compliance

- Record all Calls
- Record Video Consultations
- SMS History
- Single Login

Reducing the Burden

- SMS Reminders
- Video Consultation
- Photo Request
- Patient Triage



Saves patient time and that's key. If the practice has five George Smiths, the George Smith ringing is in front of the receptionist.

*Wendy Hunter, Practice Manager,
Thirsk Doctors Surgery.*

Video Consultation

Secure, Reliable, Quick, Easy

All patients in England have the right to Video Consultations under the new GP contract, increasing primary care productivity via increased patient access and convenience, while delivering effective patient triage with improved GP options.

Send a unique link to start video consultation

Surgery Connect allows the clinician to send patients a one-time link via SMS or email by clicking a single button on the handset, or via the Phonebar, and at any time, even during a phone call with the patient.

The patient then clicks the link on their device, with consultation conducted securely within the device browser. Downloading of a dedicated app is not required.

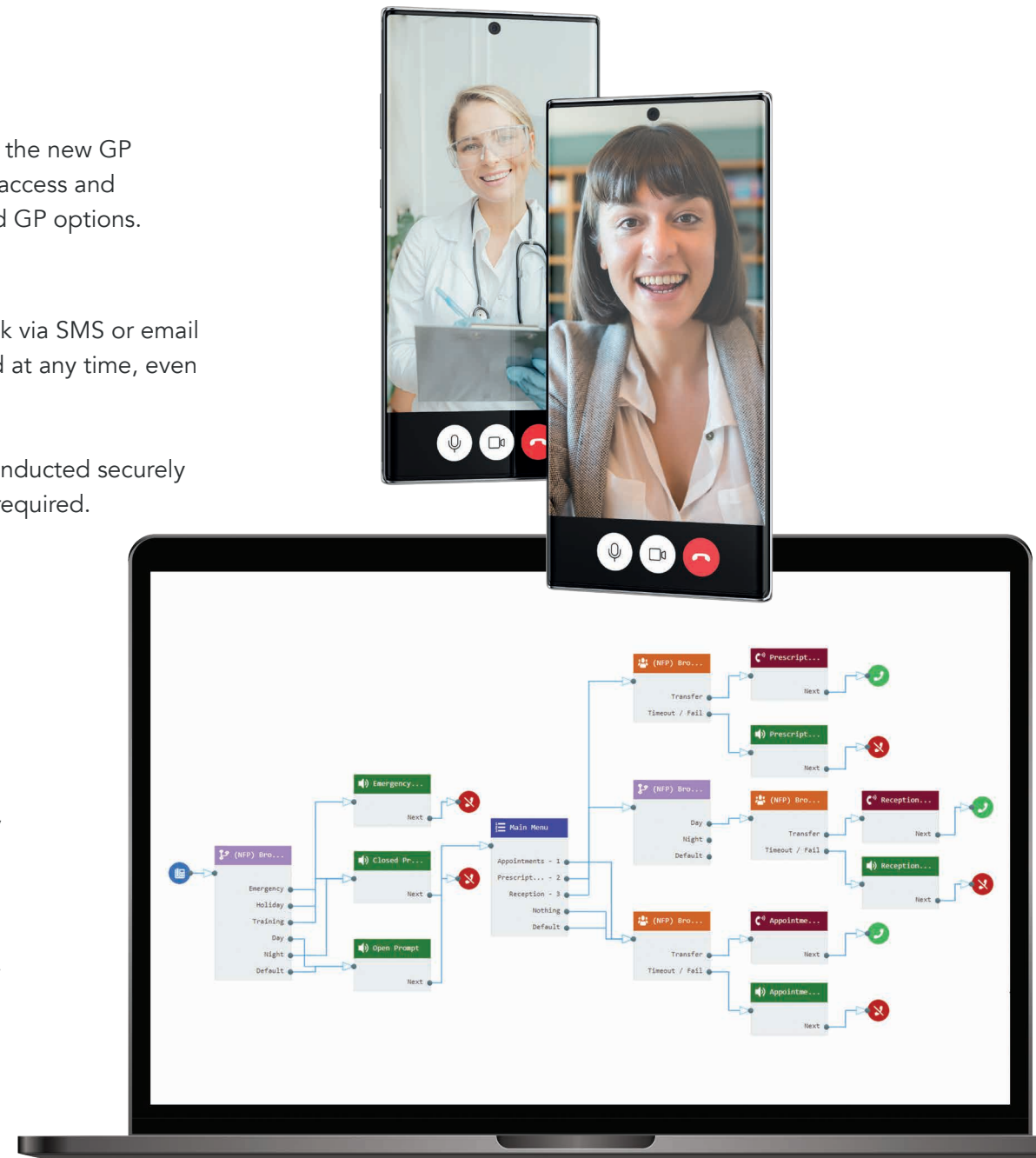
X-Flow

Call Flow Creator

It's easy to create, view and alter Surgery Connect Call Flows!

Using X-Flow, you can 'see' what your callers experience when they call your various numbers. Decisions based on time of day, or the keys they press in menus, are represented by blocks on the page.

Advanced text-to-speech means you create prompts just by typing. Or record yourself and upload. Bring up detailed information by double-clicking the blocks.



Patient Driven

Feedback from practices has honed Surgery Connect into the only healthcare telecoms system that fully addresses efficient staff/patient communications.



Call Recording

Provides practice staff feedback on the patient experience, assisting with training, patient disputes and system fine tuning. Calls are encrypted, securely stored and accessible with authorisation.



Reporting

User friendly interfaces combined with downloadable reports help staff easily improve call flow and patient interaction, while a dashboard shows calls in real time, allowing efficient deployment of resources.



Features

- Unlimited call queues with callback option
- Call recording
- Call distribution
- Staff login and availability management
- Multi-site
- Auto Timers and Calendars
- Customer journey information messages
- Reminders by SMS
- Triage dialler and management
- Desktop communications tool
- Self manage from phone and web
- Real time call status information
- Management Information reporting
- Patient call history tracking
- Integration with clinical systems
- On-call mobiles
- PA Integration
- 24/7 reliable support





All I can say is that it was like working in the dark and then someone switched on the lights. This service saves staff costs and time, while providing a better service for patients and protection for staff and patients.

Jang Bakhat, Business Manager,
Peel Hall Medical Practice



X-on has a brilliant portal which helps us with our complaints management, call logs and runs reports on our waiting times, dropped calls etc. - helping us improve our patient care.

John Seymour, Group Operational Lead,
Health & Beyond



We can have unlimited lines and we can divert incoming calls to either of the numbers of our practices...Patients say they are much happier now...staff find the system intuitive and easy to use.

Lisa Harrison, Practice Manager,
The Hicks Group



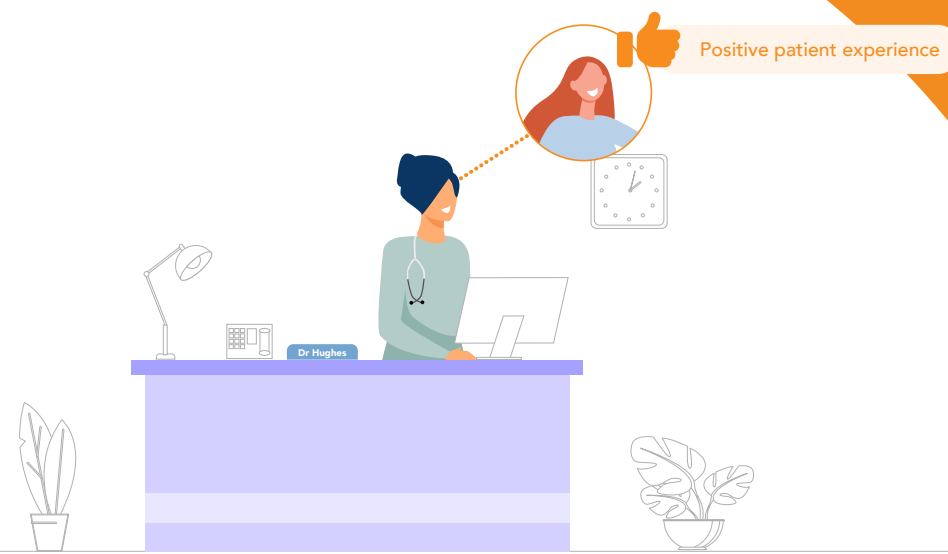
We didn't really know the art of the possible. Now, our staff demand these things, really, and they should, so we're thankfully able to enable them through the X-on platform.

Kieran Mann, Chief Information Officer,
Willows Health



Our practices were struggling... looking for more lines to handle an increasing volume of calls, and still seeing calls go unanswered. We decided to help all our practices move to modern telephony and worked with X-on to achieve that.

Alicia Dunsby, Associate Director of Digital &
Technology NHS Herefordshire and Worcestershire ICB



Multi-site

Balance resources across multiple sites

Surgery Connect's extremely flexible structure allows configuration for single site surgeries through to organisations with multiple sites. The service remains the same whether working in the surgery or remotely. Management tools operate at organisation level and at site level, allowing ICBs, PCNs and Hubs tiered control throughout.



Very good service, very helpful... has resulted in us implementing Surgery Connect in other practices across the organisation

Jane Drummond, General Manager,
gtd healthcare

Control is achieved via sophisticated yet user friendly consoles, at supervisor and staff levels, which have been extensively informed by feedback from administrators and GPs already using Surgery Connect. Comprehensive reporting allows supervisors and staff to build a picture of communications across the organisation, driving efficient deployment of staff resources.

Contact centre functionality supports extended hours and access arrangements across multiple practices, with cloud telephony meeting current and future needs of primary care and delivering time and cost efficiencies across general practice.



Benefits



Balancing resources
across the organisation



Centralised number, or
retain individual surgery
numbers, or both



Scalable, from small
groups to centralised
contact centres



Call Handling across
regions, federations
to ICBs



Comprehensive
Contact Centre call
handling features

Phonebar Desktop App

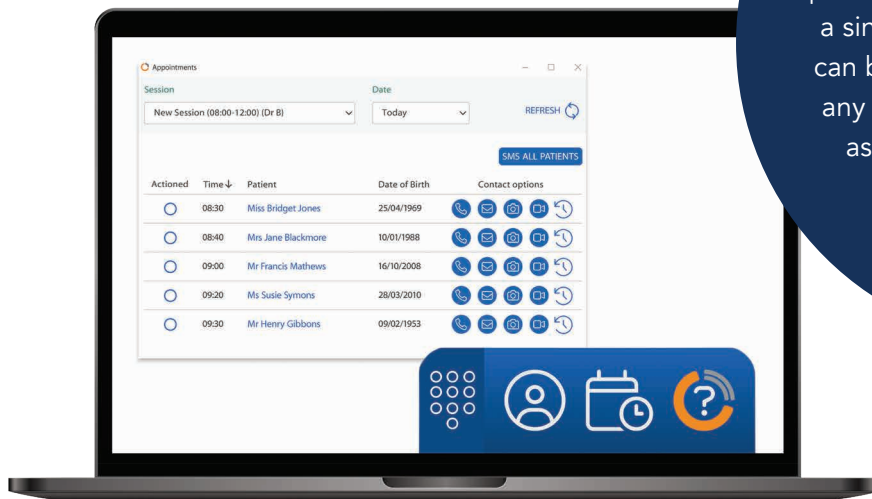


Telecoms attached to the Taskbar

Consolidates GP telecoms and patient communications into a single application attached to the PC Taskbar.

The Phonebar can be maximised to handle phone and video calls, send SMS, and send photo requests.

The user's appointment list is accessible from the Phonebar, providing various contact options via a single click. If needed all patients can be sent SMS messages advising any changes or requirements, such as face mask rules. Easy access appointment control.



Better visibility of inbound calls on the screen



Facilitates remote working



Inbound patient identification



Active Patient Window allows different types of communication with one click



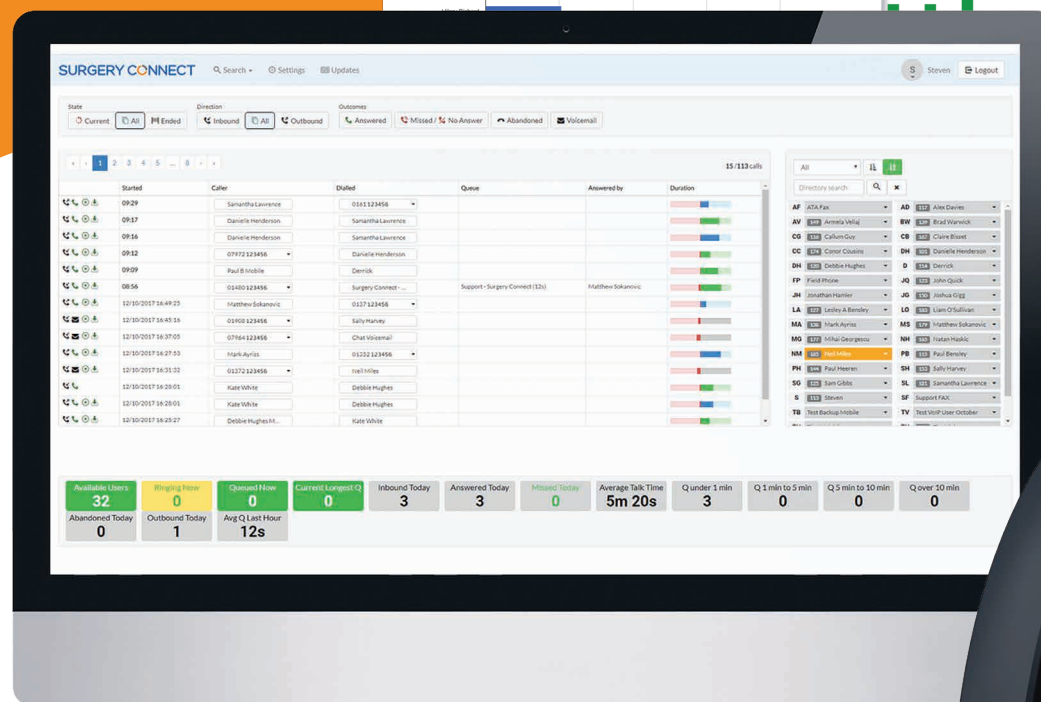
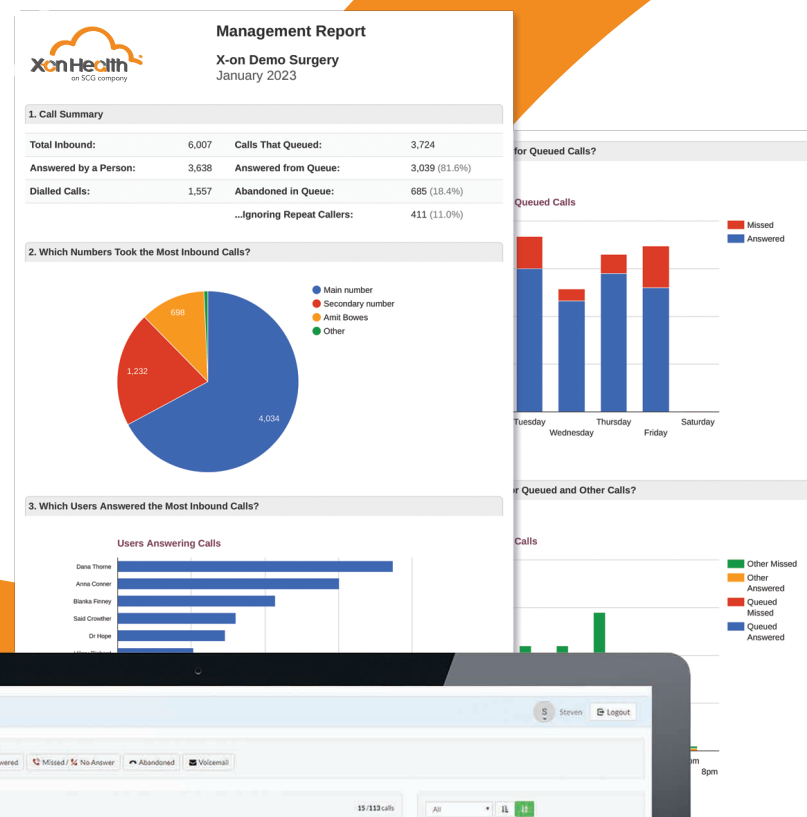
Appointment List allows bulk SMS of all patients with a heads up or cancellation message

Reporting

Feedback that improves the patient experience

Call handling data in every configuration and at every level of the organisation.

Know who's calling, how long they're waiting, where to apply resources, how to train staff, while increasing patient satisfaction and meeting the ambitions of the new GP Contract.





X-on is a pioneer of Cloud telephony in the UK. With 25 years experience, we have worked with thousands of customers across many industries to deliver simple communications choices to benefit their business.

We work with healthcare professionals to provide cost-effective communications systems such as Surgery Connect, Contact Centre and secure Call Recording that are tailored to their needs and allow them to spend their valuable time and money on what matters most - patients.



Customer-led

We listen to the needs of practice managers and GPs to find out what they'd like to see from their phone system, and feed these ideas into our software and service development plans.



Excellent customer support

We provide responsive customer support, underpinned by robust service level agreements, to help ensure that, if any issues do emerge, they are resolved quickly and to your satisfaction. Our support comes with a full hardware warranty for the term of your contract.



Experts in the field

We combine excellent technical skills with years of experience working with GP surgeries. We can be trusted to understand your needs and deliver reliable technology to meet those needs, now and in the future.



Safe, secure and easy to engage

With multiple accreditations for our systems and processes, you can be sure that patient data is safe and secure. A Crown Commercial Service NHS Framework Supplier, we make deployment for one or many practices...simple.





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Find out more