



Surgery Line

NETWORK EUROPE GROUP LIMITED

'Surgery Line has helped to give an improved service to patients'

Stirling Road Surgery is a single site practice located in St Budeaux, a suburb of Plymouth, a few miles northwest of the city centre. The surgery comes under the control of the Plymouth Teaching PCT. It has 10,300 residents on its list and employs a total of 7 GPs and 25 additional staff in a variety of roles.

Like many practices across the country, the previous telephone system at Stirling Road was outdated. Staff struggled to cope with the heavy volume of calls at peak times and patients were often met with an engaged tone when trying to call the surgery.

The GPs and Practice Manager, Amanda Plunkett, were aware that communication was an issue. Having met with a sales representative from NEG, they opted for Surgery Line due to the high specification of the system and what they felt it could do for the centre.



"We already knew we needed to improve our patients' access to the centre as the engaged tone was a real problem for us," explains Amanda. "We particularly liked the Surgery Line system as we thought the equipment provided was of a very high quality. We also felt the call routing service would help resolve our problems with the engaged tone. By enabling people to communicate directly with different departments, the number of calls being transferred via reception was considerably reduced. After our meeting, we felt confident going ahead as everything had been fully explained to us."

When Surgery Line was installed at Stirling Road Surgery, the system proved a success with both patients and staff at the practice. *"We're very pleased with our new telephones and equipment," commented Amanda. "Having Surgery Line has made it much easier for our patients to contact us. Previously it was difficult to get through at peak times to make an appointment. We only had one appointment line before, but now we have three, which has tripled our call handling capacity."*



Amanda also feels that Surgery Line has the flexibility to meet the practice's needs in other areas too. The automatic switch over to the out of hours service has proved very popular with staff and is cited as one of its many useful features. The option of generating reports to monitor and improve call handling across the practice has also helped to improve efficiency levels.

Those using the system daily have found it has had a positive impact on communication and staff morale. *"Our employees have been really impressed with the system," adds Amanda. "Change isn't always easy and some of our staff were initially reluctant to make the switch. However, they have now all been won over by Surgery Line and enjoy using it."* Amanda also reports that the patients are happy with their improved enhanced telephony service.

Stirling Road Surgery's top 5 reasons for going ahead with Surgery Line

1. The quality of the new telephone equipment.
2. The flexibility of the system including call routing.
3. The automatic switch over to the out of hours service.
4. The helpfulness of NEG staff
5. The option of running reports to monitor call handling.

The team at NEG is often singled out for praise by Practice Managers across the country and the same is true at Stirling Road Surgery. *"We have had great support from the personnel at NEG," says Amanda. "Everyone has been very professional and helpful and the changeover went perfectly without any problems. If any other surgery were considering installing Surgery Line I would tell them to definitely change, It's an excellent system."*

What is Surgery Line?

Surgery Line is an enhanced telephony system that offers a cost-effective solution for surgeries wanting to improve patient access.

Your surgery will be moved to a lo-call 084 number which allows patients to have calls answered more efficiently and effectively. We will provide you with state of the art technology to manage your patient communication. You can also choose from a number of additional modules listed below that will improve your system further and tailor-make the best package to suit your particular needs.

Calls to 084 or 'lo-call' numbers cost patients 5p per minute. This is the same as the first minute of BT's standard call rate between 6am and 6pm. Many patients will pay less in total for their call because it will be answered and processed more quickly. Significantly, the cost of calls from mobiles remains unchanged. These account for around 30% of all calls to surgeries. With your own 084 number, you also keep approximately 2p from each incoming call to invest back into your state-of-the-art digital telephony system. Surgery Line is a 'cost neutral' enhanced telephony solution.

Stress levels for staff are also considerably reduced as patient calls are more evenly spread across the day and congestion is reduced on the switchboard.



Patient Partner gives your patients the opportunity to call in to your surgery at anytime which suits them. They are able to book, cancel or move an appointment 24 hours a day. This allows for the booking of appointments that fit into each patient's lifestyle. Plus, they can avoid calling the surgery at peak times. Where used, this system has had a positive effect on DNA (Did Not Attend) rates.



Information Screens are a welcome addition to any surgery reception area. Patients can check-in upon arrival or be called in to appointments without having to speak to a member of staff. Screens can be customised to offer surgery or public information related to epidemics, stop smoking treatments or seasonal illness: All of which can be customised to help meet targets. Plus, they can also show live feeds such as the weather forecast or latest news. These products not only bring the latest technology in to the practice but also free up valuable time for staff.



Whilst we cannot prevent the worst happening, the **NEG Disaster Recovery** system can reduce the impact a serious issue such as fire, flood or break-in may have on you and your patients. For example, our disaster recovery service is designed to deliver a reserve power supply for up to 4 hours. It will also send a voice message to 4 members of your surgery informing them of the problem. Most surgeries have disaster recovery plans in place for their computer networks. Forward-thinking practices also extend these plans to include the protection of their telephone systems by using the NEG Disaster Recovery product.



Our **Call Logger** service allows your telephone system to produce a call record after each telephone call made or received. These records contain important information about each call, such as caller details, the length of time taken to answer and the number dialed. By using a call logger, you are able to monitor call flow and analyse this information to gauge efficiency. This in turn will allow you to allocate staff appropriately and offer an improved patient experience.

For more information about how the **Surgery Line** enhanced telephony system can help your practice meet targets, assist staff and offer an improved service to patients, visit www.surgeryline.com or call **0800 096 86 26** and speak to a member of our team.