



Finding the cure for telephony troubles

The Disconnect

Meet Pauline. Practice Manager at a Doctors' Surgery in Leicester, working around the clock to service the needs of 8,000 local patients.

With an outdated, Avaya phone system in place and a limited number of inbound lines, patients were struggling to get through to the surgery. Constantly engaged phone lines, patients queuing at the door and regular complaints were reflecting badly on the surgery and creating additional workload for Pauline and her team of GPs.

Pauline knew that she needed a smarter solution to ensure business continuity and improve the patient experience. As a busy Practice Manager, she wanted an easy-to-use system with a hassle-free installation and very little downtime. Which is where we came in.

The Answer

We quickly recognised that the Practice needed greater flexibility with call handling and a much-improved patient experience. With minimal disruption and maximum functionality, we recommended Xelion, our cloud-based phone solution.

With features like call queuing to inform patients of their queue position, call recording to retrieve missing information and reporting to help Pauline manage resources, the new system had everything they needed and more.

As we knew that cost was a concern, free calls and cost-effective fixed pricing meant we could save money for the surgery as well as time.

The Results; loud and clear

The installation of the Xelion solution has transformed Broom Leys Surgery; saving time, money and improving the patient experience.

Call times have reduced from around 20 minutes to an average of 39 seconds. The GPs are content because they can focus on care rather than complaints. And, the patient groups are so impressed, they crowd around the call display screens to revel in the lack of queues.

When COVID-19 hit, Pauline and her team were already set-up for remote working thanks to Xelion. So, the Surgery could keep services running, even when receptionists or GPs were at home self-isolating. At an incredible difficult time, telephony was just one less thing for Pauline to worry about.

With improved patient satisfaction, reduced costs and more time, Pauline can focus her attention fully on organising more important things like the COVID-19 vaccine that they have just taken delivery of.



Testimonial

“Connaught provided exactly what I needed! They are friendly, supportive and incredibly responsive. The new system is amazing and Connaught have transformed the way we work.

What I love about Connaught is that they keep it simple. They do not use technical jargon and there's no hard-sell. General Practice is really stressful, but the team really inspired confidence in my team and it really has transformed my life.

The process was really simple and we didn't even notice that the engineers were there. They worked around patients and doctors and made sure everyone was happy. They even vacuumed up afterwards!”

Pauline Beall, Practice Manager, Broom Leys Surgery