

Leyburn Medical Practice

Russell Telecom gets the diagnosis right with new system



Background

Leyburn Medical Practice is a busy, modern practice based in North Yorkshire. The practice has five GPs as well as four nurses, and serves just under 6,000 patients. The medical centre is a dispensing and training practice, and it has been serving patients within the Hambleton and Richmond locality since 2004.

When it came to upgrading its telecoms system, Leyburn Medical Practice chose Russell Telecom, a company with three decade's experience of meeting the telecommunications needs of UK businesses and organisations, as its preferred supplier.

Requirements

Leyburn Medical Practice required a solution that could embrace its requirements for a call recording facility, MyCalls Manager call information software, and an auto attendant system. In addition, the practice wanted to ensure that patients could easily book appointments at any time of the day or night. The practice also required the ability to record calls for staff training and patient dispute purposes.

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Stephen Brown, Managing Partner, Leyburn Medical Practice

Profile

Customer Leyburn Medical Centre

Industry Medical

Solution NEC SV8100 and Patient Partner with Repeat Prescription Module

Results Feature-rich system
Simple-system management
Time saving applications
Improved communication



Solutions

Russell Telecom completed a comprehensive evaluation of the practice's telecommunications system before deciding that the NEC SV8100 solution



would be the ideal solution for the busy medical practice.

The SV8100 digital and VoIP platform is the latest phone system from NEC, and integrates features such as call queuing and voicemail.

Integrated digital voicemail not only features a night and day service and auto attendant, but also provides call queuing. The auto attendant facility has given the practice the ability to direct callers quickly and effectively to the information they need at the touch of a button. Greeting messages can also be changed to suit requirements.

The practice is now able to use NEC's MyCalls Manager call management software. The software will give the practice the ability to measure how long callers are waiting before they hang up, for example.

The practice also required a more efficient appointment booking system, and Russell Telecom identified Patient Partner as the perfect solution.

Patient Partner is an automated software package that allows patients to manage their appointments at any time. Patients can book new appointments with the clinician of their choice, cancel existing appointments and even receive text message reminders of their appointments.

Patient Partner frees up administrative time and reduces the number of patients calling the practice at peak periods; a system that has proved very beneficial to the busy medical practice.

Russell Telecom also provided the practice with MyCalls encrypted voice recorder. This feature is extremely useful when giving complex information or taking detailed notes over the phone. It is also very beneficial when providing triage to patients over the phone.

Information and conversations can be reviewed at a later date on an individual or group basis providing an extremely effective training aid. Many organisations use this feature for recording nuisance or abusive callers and for dispute management. In addition, the call recording facility is very useful for quality control purposes.

Finally, the auto attendant feature allows the practice the ability to respond to calls quickly and effectively and to direct callers to the best source of information.

Results

Leyburn Medical Practice is very happy with the telecoms system installed by Russell Telecom.

Stephen Brown, Managing Partner at Leyburn Medical Practice, commented: "The new system has definitely improved the way we communicate. MyCalls Manager and the Patient Partner booking system in particular have resulted in substantial efficiency gains.

"The new system most importantly gives our patients greater choice and control over appointments and saves time both at their end and at ours. This is the perfect situation for a busy medical practice like ours."



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