



# CASE STUDY

## Saffron Health



*Saffron Health Partnership is a newly merged 2 site NHS healthcare practice based in the Midlands, with 7 GPs and associated practice staff. It comprises a main surgery and a smaller branch site located in the same town, together serving nearly 14,000 patients.*



### The Challenge

Saffron Health Partnership wanted a cohesive cloud-based solution that would make significant cost savings as well as allow for increased functionality enabling a more efficient customer service for patients. The Practice wanted reliable call recording facilities as well as a useful back-end solution that would allow them to make practical use of real-time call statistics.



### The Solution

X-on provided Saffron Health Partnership with Surgery Connect. This solution has enabled an efficient call queuing facility for patients while at the same time allowing staff to make unlimited outbound calls.

Surgery Connect also provided a comprehensive back-end package that allows managers to view in real-time data such as length of call queues as well as allowing these statistics to be downloaded to help improve staff efficiency.



### Saffron Health Says

"We chose Surgery Connect because it is feature rich; the User Console, call recording and queuing for our patients at no additional cost."

"We have saved money and gained useful additional features for our telephone system. The call recording feature has proved to be a most useful tool for us."

"Aftercare services and IT support has been excellent. We have had good support to fine tune the system to work for our practice."

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## Surgery Connect Health Phone System

X-on understands the stresses that a busy practice puts on the phone system and have designed Surgery Connect, used in General Practices throughout the UK, to overcome these using our experience in call centres and surgeries.

Surgery Connect works with existing systems, or stand-alone, to improve the call experience for patients and staff.

## X-on Cloud Telecoms

X-on are providers of secure, flexible and cost effective communications for the Healthcare sector. We have decades of experience designing and implementing innovative and reliable hosted telecoms systems where data security is paramount.

X-on services are continually improved to meet customer communication needs, delivering simplicity of operation and integration with desktop systems.