

HEALTH PHONE SYSTEM

CASE STUDY FOR HEALTHCARE PHONE SYSTEMS IN THE NHS

GP Care UK Limited

GP Care UK is a provider of high quality healthcare services predominantly to NHS patients, but also to a small number of Private Patients, from wide networks of convenient community settings across the UK.

X-on supplied GP Care UK with a Phone System tailored to the requirements of the Healthcare sector. In particular GP Care UK have found their use of X-on's 'Hunt Group' telephone technology allows GPs to connect to a team of Hospital Consultants by calling individual numbers until a consultant takes the call providing advice to help manage a situation with an NHS patient.

Additionally, X-on's technology incorporates a management function, so that the client is able to manage the telephone system themselves.

"X-on was willing to work with us to design and build a telecoms system that fitted with our requirements. Their willingness to look at the bigger picture and work as partners on a new project with potential for all involved, rather than taking the short term view and purely acting as a standard supplier, was a factor in our choosing them."

"The X-on service was tailored to our specific needs and was therefore entirely appropriate for the job and easy to use. Use of smart telecoms systems can significantly improve the efficiency with which healthcare services can be provided. In particular, use of 'hunt group' telephone technology has enhanced the ease with which GPs and Hospital Consultants can contact each other in an environment that is otherwise rife with obstacles to communication."

"The 'hunt group' facility allows calls from GPs to connect to a team of Hospital Consultants, calling their mobile numbers one by one until one picks up the call and provides the necessary specialist advice to help the GP manage an NHS patient. The management tool allows the client to manage the telephone system."

"We have found X-on to be highly efficient and effective and have thoroughly enjoyed working with them. The service was good value for money, which is important in a cash constrained NHS environment. I would recommend this service and X-on as a company to others, without a doubt, and have already done so."

Roger Tweedale
Chief Executive
GP Care UK



0333 332 0000
info@x-on.co.uk | x-on.co.uk