

# MOBILE RECORDING

## CASE STUDY ON THE BENEFITS OF MOBILE CALL RECORDING



### Q&A With Urgent Care Cambridgeshire

*UCC provide Out of Hours Emergency GP Services for Cambridgeshire.*

#### Why is mobile call recording essential for Urgent Care?

As part of the NHS we have a legal requirement, as stated by the Department of Health to record and retain all telephone conversations which take place between the clinician and the patient. These records have to be retained for a period of 10 years should an issue arise and records related to the patient in question need to be accessed.

#### How will the X-on service help Urgent Care and the GPs?

The recording of mobile phones has always been a cause for concern as we have grown as a company due to the increased number of home visits. While a clinician is out on these home visits they are given a mobile phone to phone the patient or to call back head office with relevant critical information about the patient. X-on has now given us the ability to record these conversations, giving our clinicians an increased safety net should an issue arise between the patient and clinician. We can now look back over the calls made to get the correct and accurate diagnosis of what actually occurred.

#### How easy is the service to set up and use?

Setup of this service was seamless and quick. On our part we just sat back and allowed X-on to perform the setup, meaning we could carry on with our day to day job. Once setup was complete the use of the service is as easy as 1-2-3 with the very friendly web interface which allows you to listen, download, store and even run reports should you so wish. The use of the handsets is no different from that of a normal mobile phone, you have no extra buttons or dial codes to press, just dial the normal number you want to ring and the recording takes place right from the word go!

#### How would you describe your experience using X-on?

Right from the start our experience with X-on has been very impressive, all the staff are very friendly and always looking out for our best interests. Our account manager Vikki has done an outstanding job in getting our service up and running as quickly as possible with communication always being the number one priority.

#### Would you recommend this service and X-on to others?

Yes, as our experience with X-on has been nothing but a pleasure we would not hesitate to recommend this service to other Health Care organisations or just anyone wishing to record mobile phone conversations.

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