

CASE STUDY

Colne Valley Group

Colne Valley Group Practice serves the whole of Linthwaite, Marsden, Outlane, Scammonden, Slaithwaite and Standedge from two practices at Croft House and Marsden Health Centre, covering a range of services from antenatal and postnatal, through to minor surgery and patient clinics.



The Challenge

Colne Valley Group were in the process of changing their clinical system and decided to upgrade their phone system as part of the process. In addition to more control over their call handling, Colne Valley Group also asked that all phone calls be recorded.

Additionally Colne Valley needed to be able to transfer calls between their two sites, with extension availability displayed on selected handsets.



The Solution

X-on supplied Colne Valley Group with Surgery Connect, a Healthcare specific contact centre service allowing patients to make enquiries and book appointments at either of their two sites.

Calls are easily transferred between sites with the press of a button, with extension availability displayed on selected handsets, and via the browser based wallboard.

Surgery Connect also records all phone calls between staff and patients providing a reliable resource when reviewing a patient case, and also providing a useful tool for staff training. Calls are stored in the highly secure audited X-on environment, but are easily accessed by authorised staff.



Colne Valley Group Says

"We have used X-on for over a year and we're really pleased with both the product and the service. We have had a few teething problems but the support from our Account Manager and Service Desk has been great and any issues/queries are resolved quickly."

"We really like how the product keeps evolving and if you have things you would like building, the company always listens."

"Our old system didn't have the functionality that our new system has and the ability to record calls has been a great help."

"I would definitely recommend X-on to anyone looking to change telephone systems."

Kirsty Hull
Practice Manager
Colne Valley Group Practice
colnevalleydoctors.co.uk



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.