



# CASE STUDY

## Colne Valley Group

Colne Valley Group Practice serves 10,500 patients across 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.

**X-on**  
GOOD CALL



### The Challenge

March 2018

Colne Valley Group were in the process of changing their clinical system and decided to upgrade their phone system as part of the process, as their existing system was insufficient to cover their growing patient base.

In addition to more control over their call handling, Colne Valley Group needed to be able to transfer calls between their two sites, and also asked that all phone calls be recorded.



### 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.

### Surgery Connect Health Phone System

A future proof, secure GP telephony solution providing better service for practice staff and patients.

Improved patient experience, more efficient practice management, and scalability supports growth across multiple practices and delivery of the integrated care agenda.

Clinical system integration minimises staff time on administrative tasks.



### Colne Valley Group Says

"We're really pleased with both the product and the service. 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

"It works well for our practice. Now that the patients have got used to the idea of waiting in a queue they prefer it. Our patients don't have to keep ringing and listening to the engaged tone. We can also pass on important messages whilst the patient is being put through to us."

"The recording of calls is invaluable, as it helps to verify what a patient has actually said or asked for. We use this function a lot."

"The implementation and after go-live service have both been excellent. The team at X-on are always very helpful and prompt."

**Angela Thomas**  
Assistant Practice Manager  
Colne Valley Group Practice  
colnevalleydoctors.co.uk

**SURGERY CONNECT**

**0333 332 0000**  
surgeryconnect.co.uk