

CASE STUDY

East Shore



East Shore Partnership is a newly merged healthcare practice managed by a forward-thinking, cohesive team, consisting of two sites in the UK - Baffins Surgery and Milton Park Practice, which together serve around 15,000 patients.



The Challenge

East Shore Partnership were seeking a cloud-based solution that would allow them to avoid duplicating their back-office functions across two (or more) GP-branch sites, facilitating a valuable organisational change project.



The Solution

X-on supplied East Shore Partnership with Surgery Connect, which provides a call centre service allowing patients to make enquiries and book appointments at either site, instead of queuing up to speak to each individually.

Surgery Connect also provides East Shore Partnership with statistics that provide a vital profile of their user demand, which has enabled staffing to be tailored to meet the caller demand.



East Shore Says

"The service is very easy to use and manage on-site, and can be adapted on a minute-by-minute, hour-by-hour, day-by-day configuration, where proactivity and reactivity are a baseline requirement."

"The main reason for choosing X-on was as a result of the many excellent utilities the system provides, the ability to make changes rapidly in support of our changing business needs, and the local control it affords."

"The cost was very favourable when compared with our existing provider, and the customer liaison, equipment implementation and ongoing support are absolutely invaluable, and we are all thoroughly enjoying using it."

"I would highly recommend X-on and the Surgery Connect solution to any business with multiple sites and duplicated back-office functions."

Veryan Burcham
Business Manager
East Shore Partnership
baffins-surgery.org.uk
miltonparkpractice.nhs.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.