

# CASE STUDY

## GP Care

GP Care Limited provide 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**  
GOOD CALL



### The Challenge

September 2014

GP Care wanted to significantly improve the overall efficiency with which healthcare services can be provided. In particular, streamlining the way in which GPs and Hospital Consultants can contact each other in a difficult communications environment.



### The Solution

X-on supplied GP Care with Surgery Connect, a Cloud Phone System tailored to the requirements of the healthcare sector. Surgery Connect includes hunt group technology which allows GPs to more easily connect to a Hospital Consultant, as the system calls individual numbers until an available consultant takes the call.

The Surgery Connect call management interface makes it easy for GP Care to administer the system.



### GP Care Says

"X-on was willing to work with us to design and build a telecoms system service tailored to our specific needs, and therefore entirely appropriate for the job and easy to use."

"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."

"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."

"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."

**Roger Tweedale**

Chief Executive  
GP Care  
gpcare.org.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.

**SURGERY CONNECT**

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