

# CASE STUDY

## Newent Doctors Practice

**X-on**  
GOOD CALL

*Newent Doctors Practice offer high quality, patient-centred healthcare centred around clinics for the management of chronic diseases such as asthma and diabetes, and a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations, and family planning.*



### The Challenge

May 2018

Utilising telephone services for reception and dispensary teams, Newent Doctors Practice were constrained by "a very old BT system that was no longer fit for purpose and limited outside lines."

Along with greatly increased call capacity, Newent Doctors Practice required the ability to analyse call data to improve efficiency, and call recording to assist with staff training.



### The Solution

Surgery Connect provides Newent Doctors Practice with the call capacity they need, with endless scalability future proofing against growing demand.

Call recordings are encrypted and securely stored, with access only to authorised staff, protecting patient data.

Comprehensive reports reveal demands on staff in dealing with patient calls, allowing assessment of work flows and resource allocation. Comparing reports before and after any changes enables effectiveness analysis.



### Newent Doctors Practice Says

"A useful feature has been the ability to manage the calls coming in and put all under one telephone number."

"We chose Surgery Connect after a good presentation and because of the easy to use system - all staff have picked up the functions well. We will also be making cost savings."

"Live day was very good and the engineer was able to change things as we went along. System was well explained by the trainer."

**Lisa Bailey**  
Practice Manager  
Newent Doctors Practice  
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Newent Doctors Practice

### Surgery Connect Health Phone System

Supports IT transformation within the NHS by delivering quality, safety and efficiency to staff and patients.

Surgery Connect can be deployed into a single GP Practice, or provide omnichannel communications across Federations and CCGs. It can allow Practices to configure a GP Hub by best utilising collective resources. Clinical system integration minimises staff time on calls, reducing costs.

### 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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