



## Integration Overview

Surgery Connect is designed specifically for GP surgeries in the UK and offers features and flexibility that improve surgery efficiency alongside creating a better patient experience. Integration with the major clinical systems extends these benefits much further.

Surgery Connect’s integration supports the **NHS Forward View** and NHS Digital’s **GP IT Futures** in...

**“Transforming general practice, using technology and data to drive a sustained improvement in quality, safety and efficiency, benefitting both patients and professionals and supporting both the general practice of today and tomorrow”**

Outlined below are the four areas that Surgery Connect and its integration with the clinical system will help your surgery fulfill the NHS vision for IT, whilst improving the day to day experience of your patients and your staff.



## Administrative Efficiency

**Reducing the burden on NHS Administrative Staff allowing them to focus on patient interaction.**

Feature	Description
<b>Locate Patient Record</b>	Use calling number and speech recognition to identify patients calling into the surgery allowing the staff member answering the call to single click switch to the patient record in the clinical system.
<b>Click to Dial</b>	Single click dial of patients from clinical records to save time and avoid dialing errors - allows the choice of any contact numbers stored against the patient.
<b>Locate History</b>	Quick access to call and SMS history as well as call recordings for the active patient record, enabling a thorough audit of contact.
<b>Quick SMS</b>	Send a quick ad hoc or template SMS to patients from their record to convey patient specific information such as the availability of a prescription or the return of test results.



## Patient Empowerment

Allowing patients to manage their own appointments and clinical advice through telephony and unattended processes.

Feature	Description
<b>Book, Check or Cancel</b>	Patients can book new appointments or check and cancel their existing appointments using natural language advanced speech recognition. Updates to appointments are made directly to the clinical system.
<b>Triage Call Management</b>	Patients can book triage call backs from health care professionals without having to speak to a Receptionist creating a universal and centrally managed triage log.
<b>Patient Specific Signposting</b>	Patients with particular needs can be identified and be given menu options, be played health information or have calls directed appropriate to those specific needs.
<b>Prescription Management</b>	Patients can book repeat prescriptions without having to speak to a member of the Reception team or Dispensary staff.



## Safety and Compliance

Giving Health Care Professionals access to full consultation history including call and video recordings directly linked to patient records.

Feature	Description
<b>Call Recordings</b>	Quick and secure access to inbound and outbound (triage) call recordings, launched from the active patient's record.
<b>Video Consultation Recordings</b>	Quick and secure access to video consultation recordings, launched from the active patient's record.
<b>SMS History</b>	Quick and secure access to a history of SMS to and from the current active patient record.
<b>Single Login</b>	Clinical system and telephony solution linked to a single login (including smart card access). Logging into the clinical system will make the individual active on the telephone associated with the PC.



## Reducing the Burden

Proactive healthcare via reminders and notifications to groups through appropriate communication channels.

Feature	Description
<b>SMS Reminders &amp; Notifications</b>	Appointment reminders and bulk information notifications via SMS. Appointment reminder messages encourage the patient to confirm or cancel their appointment with cancellations being updated to the clinical system.
<b>Voice Reminders</b>	Automated, outbound voice calls as reminders or proactive clinic invitations with option to be connected to a receptionist or cancel an upcoming appointment where appropriate.
<b>Email and Mail Integration</b>	Integration with email and postal services (e.g. Docman) to provide a unified notification environment.



## The Future...

Surgery Connect is built on customer experience and feedback and our in house development team are always striving to add to and improve the features and functionality available through our integration with clinical systems.

Ensuring that your telephony system continues to evolve and bring expanding benefits to your surgery we are committed to releasing new features to our customer base at no extra charge.