Clinical System Integration Administrative Efficiency

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"

One key area is supplying features to improve the efficiency of NHS Administrative staff. Saving time on repeated daily tasks means more time to focus on patient interaction and providing the most effective service.

This is achieved through…

Patient Identification & Screen Popping

Surgery Connect is working to discern the patient's identity even before they speak to any of your staff. The caller is identified by using a combination of the telephone number the patient is calling from (CLI) and, where required, some further information (such as the month or year of birth).

Whether matching a single patient or a number of patients, Surgery Connect will pop a window onto the PC of your staff as the call targets them.

This pop up will include the name, DOB and the length of time the caller has been queueing. From here it is just a case of confirming with the caller who they are and simply click the patient to make them active in the clinical system.

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INBOUND call from 07876 450214

Queuing for ⏱ 1 minute 21 seconds

👤 Mr George Bluth (23/06/1954)

👤 Mrs Lucille Bluth (07/03/1990)

Close

Reducing the time taken to identify each patient and switching to their record with a single click dramatically saves staff time over the course of the working week.

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Quick SMS Patient

When wanting to contact a patient quickly, easily and efficiently, SMS is often the best route. It is non-intrusive and doesn't rely on the recipient being able to talk or being in a certain location.

From the Active Patient Window you are able to send an SMS to any of the mobile numbers registered against the patient. There are 450 characters making it perfect for ad hoc contact such as notification of the availability of test results or prescriptions.

SMS Log

Having a history of contact is essential so the Patient Overview Window allows access to a full log of SMS contact to the patient. This data can be filtered by date allowing you to pinpoint a specific message and will also allow you to see delivery status and any associated replies from the patient.

The log will be further expanded to include additional SMS features as they are added to Surgery Connect, automated appointment reminders or bulk vaccination reminders for example.

Should the patient change their mobile number the SMS contact log is not lost as the messages are associated with the patient's unique ID rather than the mobile number they have.

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Patient Overview Window

Whilst viewing a patient record in your clinical system you are able to access patient specific functions quickly through Surgery Connect's integration. Simply by clicking a desktop icon or pressing a hot key combination on the PC keyboard you can bring up the Patient Overview Window.

The Patient Overview Window allows you to...

Click to Call Patient

Click to call any of the telephone numbers registered against the patient. This reduces the time it takes to manually dial the number as well as preventing dialing mistakes whilst ensuring the call is associated with the correct staff member to assist call recording searching.

Calling the active patient can also be performed via hot key combinations meaning you don't even need to open the Patient Overview Window.

Ctrl	Shift	H	Call the active patient's Home Number
Ctrl	Shift	M	Call the active patient's Mobile Number
Ctrl	Shift	O	Open the active patient's Overview Window

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Call Recording Tracker

Surgery Connect records all in and outbound calls as standard and integration further enhances this by allowing call recordings to be associated with patient records.

Whether the recording relates to an outbound triage call, whether the patient was relaying important information or perhaps they were ringing to complain - a pop up at the end of the call will ask if the staff member wants to associate the call recording with the patient.

No call recording or access link is saved in the patient record. The recordings are accessed through the Patient Overview Window when viewing a patient record.

You are able to filter the recordings by date, listen to them through the integration window or download and save locally if you prefer.
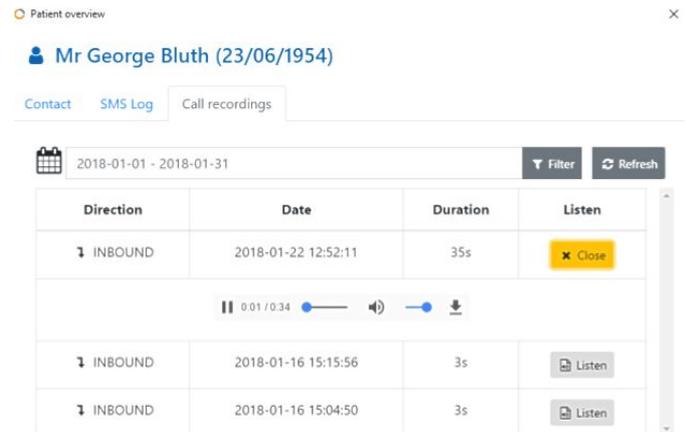
Settings allow users to define when the call recording association process is implemented (all calls, outbound only etc.) and user permissions control access to the recordings.

Feature	Benefits
Screen Pop	• Save precious time identifying the patient • One click switch to patient record • See the caller's queue time when answering
Quick SMS	• Easily accessed from patient record • No charge for Quick SMS messages • Up to 450 characters • Fast, simple patient contact method
SMS Log	• Easily accessed from the patient record • Colour coded delivery status • Filter by date • See which staff member sent the message • SMS linked to the patient not the mobile number
Call Recording Tracker	• Easily accessed from the patient record • Filter by date • Listen through application or download locally • Permission based access