

Medical Centre Improves Patient Access and Manages Calls More Effectively

Portland Medical Centre

Profile Summary

Industry Healthcare

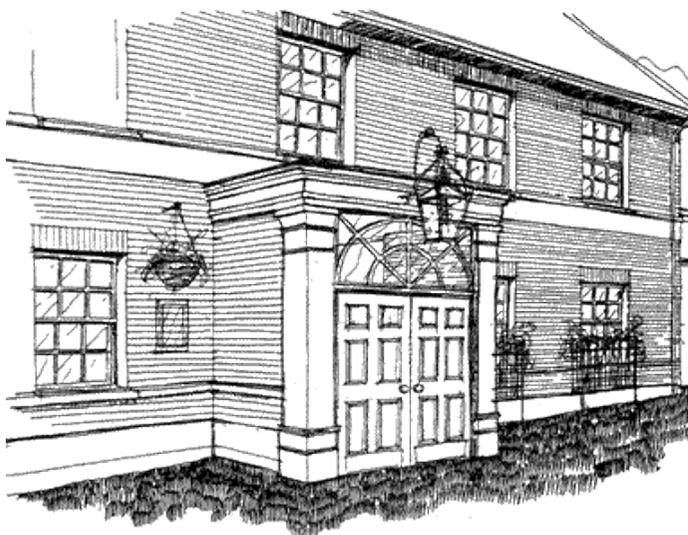
Employees 34

Patients 12500

Team 4 partners, 1 managing partner/practice manager, 5 GPs, 1 registrar, 5 practice nurses and 3 hca/phlebotomists plus administration staff.

Business Overview Modern purpose-built medical centre which was opened in March 1995 with six well spacious consulting rooms, three treatment rooms and separate rooms for special clinics, such as family planning, phlebotomy, immunisations, antenatal, travel health.

Requirements To improve patient access.



Portland Medical Centre, London

Challenges

Established in 1995 the Portland Medical Centre has been in its current purpose built building for 20 years and provides primary care for approximately 12,500 patients covering London SE25 and the surrounding areas.

They have 34 staff including 4 GP partners, 1 managing partner/practice manager, 5 GPs, 1 registrar, 5 practice nurses and 3 hca/phlebotomists, supported by reception and administration staff.

Asked about what had led them to review their communications solution, Portland Medical Centre Reception Manager Tracey Miller, told us that patients were experiencing difficulty getting through to the surgery, as they only had 6 incoming lines and patients were often getting the engaged tone and having to redial.

This is a common issue for many surgeries, particularly first thing in the morning or following a Bank Holiday weekend and can be frustrating for patients booking appointments or simply wanting to check on results or order a repeat prescription.

Having already received excellent service from Opus they spoke to the healthcare team about the issue.

For help with your practice communications contact the Opus Healthcare Team for a FREE communications review



Opus Cloud Queuing Service

Solution

After discussing their needs with Opus, the Portland Medical Centre agreed to adopt the Opus Cloud Queuing Service.

The Cloud Queuing Service allows patient calls to be seamlessly queued in the Opus network or 'cloud,' until a line comes free at the surgery.

Patients no longer hear engaged tone when all of the incoming lines are busy. Callers are advised of their position in the queue and kept updated as they progress through the queue. Relevant informational messages can be played to callers in the queue, advising them of current medical issues.

The service is provided with free UK local, national and mobile calls, enabling the practice to reduce call costs as well as reducing the number of incoming telephone lines they require.

The other benefit of this service is that, should there be any problem at the surgery such as a power failure or flood, calls can quickly be diverted to alternative numbers in a different location or to mobile phones.

Diverts can be set up remotely using a website portal or an application on a surgery mobile phone.

Results

Asked about her experience of the installation and training Opus provided, Tracey said, "The process was in 3 stages, 1st being installation of new handsets, 2nd computer equipment and finally going live, all stages went extremely well with no disruptions."

Asked what impact the new service has had on their patients and staff, Tracey reported that patients no longer received the engaged tone and are held in a queue of up to 50 at any one time. They are informed of their position and can see how busy the staff are.

Tracey went on to explain that they also use Opus inbound call analysis, which enables them to see how many callers are in the queue and how quickly calls are being dealt with.

Tracey went on to say that the Opus Inbound Service also allows the medical centre to pre-program changes and announcements. This service can be used to inform callers of Bank Holidays closures and current medical issues.

Asked how Tracey would describe her overall experience of partnering with Opus for their communications, Tracey described it as "Excellent" and went on to say, "We would and have recommended Opus to other practices."

Benefits at a glance

- Improved patient access with no more engaged tone
- An improved patient experience with a professional queuing system
- Reduced call costs and line rental charges
- Resilience and disaster recovery capability
- Remote administration of call diverts if and when required

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