

Surgery Solutions Improving patient access...

Fullwell Cross Medical Centre improves patient access thanks to Opus Business Systems

The Fullwell Cross Medical Centre is the largest practice in the Redbridge area, serving over 13,000 patients. With five partners, a practice manager, receptionists and administration there are over 20 staff.

It was clear to practice manager Andy Watson that their current BT Meridian System was no longer coping with the growing number of callers and a new solution was needed.

The practice suffered a number of complaints about lines being engaged when patients were calling the centre. Increasing the lines alone would simply mean callers would have to wait longer before their call was answered.

The centre had already invested in "Vision" software in an attempt to make the appointment booking process more efficient, but whilst this had seen some success, it did not allow patients to make bookings in advance, at short notice or out of normal hours.

The chosen solution therefore was required to increase the number of patient calls handled effectively without increasing staff.



The Fullwell Cross Medical Centre in Ilford serving 13,000 patients.

In addition, with the increasing risk of legal action the practice had taken the decision to adopt call recording as part of any new system. Fullwell Cross Medical Centre also wanted the ability to text appointment reminders to reduce the number of patients not turning up for appointments.

The key consideration was to improve patient access but as ever budgets were constrained.

Challenges

- Call congestion at peak times
- Patients missing appointments



The receptionist area at Fullwell Cross.

For more information about Opus Business Systems and how we can support you, visit our website

www.opus-telecom.co.uk



Behind the scenes at the Fullwell Cross Medical Centre.

The Solution

Having had the available options explained by the Opus Medical Team, practice manager Andy Watson chose a solution which addressed all of the current issues.

Working in partnership with Voice Connect, an experienced provider of booking solutions, Opus provided a system whereby callers were able to simply access the appointment times they needed and book directly over the telephone, at any time of day or night, without having to queue on the main surgery lines.

Opus installed an Inter-Tel Axxess telephone Platform, Patient Partner Booking System and Mercom Voice Recorder.

Additional Benefits

In addition to providing backup in the event of any disputes, the administration staff have found the call recording feature very useful when double checking repeat prescriptions.

Asked for his views on the success of the system and the support he had received from Opus, Andy Watson replied:

*"As far as Opus are concerned **we are receiving excellent after sales service.** These systems are not easy to introduce and I expected any new technology to take a while to be popular and make an impact, but we are already seeing an increased number of patients booking directly into the system, thus we are achieving our original objectives."*

Talking about the number of patients missing appointments Andy Watson added, "I have been working hard to reduce the number of DNA's and have been successful in reducing them from 240 per month to around 43. With the ability to text patients directly from the system to remind people of appointments, I hope to reduce this further."

Sending text messages to your patients costs very little but significantly increases attendance.

The Medical Team at Opus were able to resolve the issues faced by the Fullwell Medical Centre.

Talk to Opus Business Systems about these and other practice productivity solutions.

Opus Business Systems

Opus Business Systems is an independent customer-focused, service-driven communications company that has been providing surgeries and medical practices with telephone systems and solutions since 1992.

Our People

Our experienced and motivated team are highly qualified and professional. Many of the staff have been part of Opus for more than 10 years, some since the company was formed, making the company what it is today.

Our Processes

Our commitment to customer service has resulted in us developing robust and proven processes to deliver products and services on time and as expected, with excellent after care support, time after time.

Our Services

Our services cover everything from network cabling, to lines, calls, telephone systems, mobile integration and practice productivity applications. We can advise, install, support and maintain every aspect of your surgery's communications.

Our Commitment

Our commitment is to provide honest ethical advice, backed up by in-house engineering excellence and outstanding customer care and support.

For advice and information talk to the Opus Medical Team on 0800 019 6590

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