



Surgery Solutions

Improving surgery communication...

Cost Savings and Productivity for Parchmore Medical Centre

Based at Thornton Heath in Surrey, the Parchmore Medical Centre is home to 12 doctors plus an additional 25 staff. Established in 1993, the busy practice moved to it's current premises in 1996 and now has almost 13,000 patients on it's books.

Having considered upgrading the previous telephone system for some time the decision to look for a new supplier was taken when support for the previous telephone system was withdrawn.



The busy Parchmore Medical Centre in Thornton Heath, Surrey.

Partner and Practice Manager, Teresa Chapman, admitted losing some sleep at the thought of replacing the telephone system that they had used for 12 years but the Parchmore practice was keen to improve patient survey results, implement a call recording system and enhance the level of service provided to its patients.

The Parchmore Medical Centre needed a scalable solution which could be integrated with their EMIS clinical software.

Choosing a Supplier

Teresa Chapman explained that it was important for the practice to have one partner for all of their communications so that they had only one number to call should they have any issues.

“It was important for us to have a single supplier for all of our communications, so that if we had any issues we just called one number.”



When asked about her experience of Opus medical team during the tender process, Teresa replied,

“Opus demonstrated that they clearly understood the needs of our practice and explained what the step by step process would be for switching to a new telephone system.



Staff and doctors in reception and behind the scenes at the Parchmore Medical Centre.

The Solution

Having had the available options explained by the team from Opus, partner and practice manager Teresa Chapman chose a Mitel Communications platform together with Oak Call Logging and a Xarios Call Recording solution. The practice EMIS system was integrated using a Xarios application.

The Installation

Commenting on the installation, Teresa Chapman said, "It all went very smoothly and the system is very easy to use." The new system was installed in an afternoon.

The Support

Talking about the support that Parchmore had received, Teresa said, "The remote support works well, we are always able to speak to an engineer. They have been responsive and proactive, always going the extra mile."

The Results

Asked about the financial implications of the new system, Teresa commented, "We have saved money on our monthly bills and our running costs have gone down."

When asked about how the new system had improved productivity at Parchmore, Teresa replied, "We now have the tools to identify busy times and we have been able to improve patient service levels. We can use our call recording to resolve queries and complaints as well as for training and monitoring staff performance."

The Parchmore Patients Group were involved in defining how the system was set up and talking about the results of this involvement, Teresa said, "We now have a flexible message creation solution which allows us to quickly change recorded messages to keep patients informed. The new system lets patients know where they are in the queue. With the old system, the phones just rang. We can now make outgoing calls, however busy we are with incoming calls."

"The remote support works well, we are always able to speak to an engineer. They have been responsive and proactive, always going the extra mile."

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.

Talk to the Opus Medical Team on 0800 019 6590

Surgery Solutions

Improving patient access...

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