



*Surgery Solutions*

Improving surgery communication...

# St Peter's Medical Centre Enjoys Reliable Service

The St Peter's Medical Centre in the heart of Brighton, is over 70 years old, has over 40 staff and is responsible for the healthcare of 11,500 patients.

Having experienced a number of problems with their ageing phone system beginning to break down and having had complaints from a number of patients that it was difficult to contact the practice, St Peter's Medical Centre decided it was time to update their telephone system.



The busy St Peter's Medical Centre in Brighton

## Medical Centre Referrals

In order to seek a recommendation from other surgeries, Practice Manager Heather Dilks asked Opus to give her a list of local surgeries, who used their services and she then contacted each of these for feedback which was very positive in all cases.

## The Opus Medical Team

Members of the specialist Opus Medical Team met with Heather and the team to discuss the Medical Centre's requirements.

Deputy Practice Manager, Julie Page recounted the initial meeting. "The Opus team were smartly dressed, friendly and well prepared for the meeting. They clearly understood the demands of a busy medical centre and on the strength of this meeting, we agreed to see a demonstration of the recommended solution from Opus."

*"The Opus team were smartly dressed, friendly and well prepared for the meeting."*



Deputy Manager Julie Page



Behind the scenes at St Peter's Medical Centre

### On-site Demonstration

Reception Manager, Debbie Hill, talked about the demonstration and said, "The demonstration took place conveniently in our medical centre. We assembled the whole team, so that everybody at the practice had the opportunity to comment on the system being proposed and to ask the Opus team any questions about how it would work." Debbie went on to say, "The demonstration went well and the team from Opus were able to answer any questions we raised."

### Choosing The Opus Solution

Asked if the centre had considered proposals from other providers, Deputy Practice Manager, Julie Page replied, "We did have a quote from our existing provider, but we had been less than happy with the support that we had been receiving and we discovered that we had previously been paying them for telephone lines which were not used." Talking about the impact that the new telephone system had had on

the practice, Reception Manager, Debbie Hill said, "The new phone system has greatly improved patient access to the surgery, with automated announcements allowing patients to select the service that they require which has reduced waiting times."

### After Sales Care

Commenting on the after sales care from Opus, Deputy Practice Manager, Julie Page said, "On the occasions we have had to contact Opus for support, they have dealt with our enquiries promptly and we have always been very happy with the service that we have received from Opus." Commenting on the centre's overall experience of working with Opus Business Systems, Julie Page said, "We have always been pleased with the service from Opus and I would be happy to recommend them to other medical centres."

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## 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

