

*Surgery Solutions* Improving surgery communications...

# Opus Delivers Improved Service for the Kent based St Werburgh Medical Practice

Established in 1994, the St Werburgh Medical Practice in Kent is made up of 3 separate surgeries. It has 4 GP's and 21, staff providing medical care to 10,500 patients from the Rochester and Gillingham area.

Opus Business Systems has installed and now maintains the telephone systems at each of the locations and provides call recording, having taken over the maintenance for the previous systems.



The St Werburgh Medical Practice Bells Lane Surgery in Rochester, Kent.

## The Relationship with Opus

Practice Manager Julie Allen, who is responsible for the 3 surgeries, explained how the relationship with Opus Business Systems had begun. "Opus started supporting us with maintenance services on our old telephone systems. The support they offered sounded much better than what we had experienced with our previous providers who we never heard from. Since engaging Opus we have found them to respond very quickly to any problems that we report."

## Time to Expand

Julie Allen went on to say, "When the time came to expand our old system, Opus were very helpful providing detailed proposals for the options available."

## The Challenge

The practice needed to expand its telephone system and the old system would not allow it.

*"The Opus account managers, engineers and support team have all been brilliant."*

Julie Allen  
Practice Manager



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

[www.opus-telecom.co.uk](http://www.opus-telecom.co.uk)



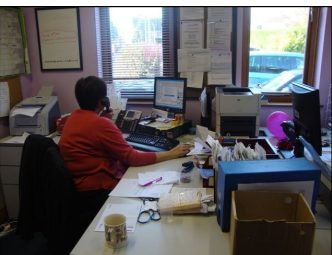
Reception at the St Werburgh Medical Centre

### The Installation

Talking about the installation of the new telephone systems by Opus, Julie Allen went on to say, "The transition to the new systems went very smoothly at all three sites. Opus kept us informed at every step of the way. The account managers, engineers and support team have all been brilliant."

### The Impact

Commenting about the impact that the new telephone systems have had on the practice, Julie Allen said, "Patients are getting through to the surgeries easier. The new Mitel handsets are lovely, really good phones and the on-screen information makes them really easy to use. The call recording is really useful for training and avoids any miscommunication with our patients on the telephone."



Behind the scenes at St Werburgh Medical Practice

### Working with Opus

Summing up the experience of working with Opus and having them install and maintain the three new phone systems, Julie Allen said, "Switching to Opus has been a good move for us, I cannot fault them. The after sales care is brilliant and I would be happy to recommend them to other practices."

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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.

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

# Surgery Solutions

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