IMPROVE PATIENT ACCESS
Now You're Talking!

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PATIENT ACCESS ISSUES

- High volumes of patient calls
- Patients calling for routine support (blood test results, prescription services etc.) at busy times
- Irritated patients hearing the busy signal, having to make multiple calls to get through or waiting on hold for extended periods of time
- Patients missing appointments or having difficulty booking and cancelling appointments
- Complaints about the patient access

PREMIER PATIENT LINE

- ✓ **13+** years of experience in Healthcare
- ✓ **1000+** practices across the UK
- ✓ We understand your challenges
- ✓ We can help deliver change
- ✓ Together, we can improve the patient experience and surgery efficiency
- ✓ Out of Hours Support

HOW PATIENTS GET IN TOUCH

87% of patients phone their practice

13% access their practice online or in person

Why?

- First come, first served?
- Must be seen the same day?
- Out of hours appointments (before/after work, or at weekends)?
- Convenience/preference?

PRACTICE MANAGER RESPONSIBILITIES

- Finance Coordinator
- Decision Maker
- IT Expert
- Maintenance Organiser
- Compliance Officer
- Staff Support
- Complaints Administrator

TOOLS TO IMPROVE PATIENT ACCESS

- ✓ Auto Attendants
- ✓ Call Positioning
- ✓ Call Logging
- ✓ Call Recording
- ✓ Patient Connect
- ✓ Private Wide Area Network (PWAN)

AUTO ATTENDANTS

- ✓ Bespoke options
- ✓ Give key messages (practice information/seasonal advice)
- ✓ Pre-programme closure messages
- ✓ Multiple layers
- ✓ Patients can route their own calls without an operator
- ✓ Callers can leave a voice message

CALL POSITIONING

- ✓ Calls are queued in the order they are received
- ✓ Callers will hear where they are in the queue
- ✓ They can make an informed decision to:
  - Stay on the line?
  - Call back later when less busy?

CALL LOGGING

- ✓ Software enabling live review of call statistics:
  - ✓ Extension number
  - ✓ Number of incoming/outgoing calls
  - ✓ Total number of calls
  - ✓ Time spent on the phone
  - ✓ Phone status
- ✓ Identify busy periods and help with staff scheduling

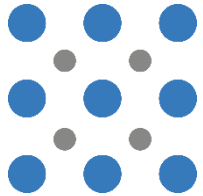
CALL RECORDING

- ✓ Encrypted call recording hardware and software
- ✓ Essential for telephone triage
- ✓ Used for reviewing call quality and staff training
- ✓ Helpful in resolving disputes and managing complaints
- ✓ Calls can be listened to through the software
- ✓ Calls can be exported as an mp3 file to be saved/sent
- ✓ GDPR compliant

PATIENT CONNECT

patient connect

- ✓ Software to integrate with clinical information systems
- ✓ Features include:
  - ✓ Automated call handling (inbound and outbound)
  - ✓ Contact management
  - ✓ Smartphone functionality
  - ✓ Storage of all other non-patient and business contacts



PATIENT CONNECT – INCOMING CALLS

- ✓ Instant caller recognition
- ✓ Discrete on-screen notification
- ✓ Patient Connect dashboard opens on answer
- ✓ Caller information - bespoke notes and historical data
- ✓ New number capture
- ✓ Improved caller experience
- ✓ Increased staff efficiency and productivity

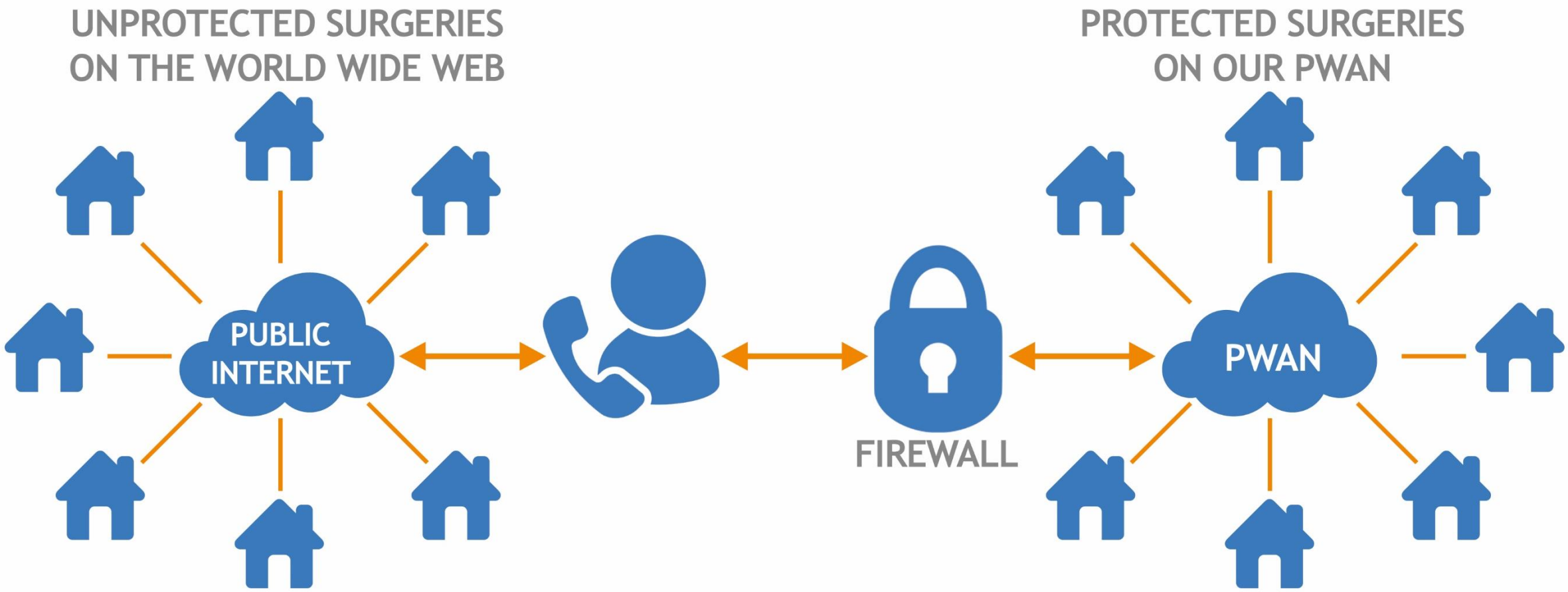
PATIENT CONNECT – OUTBOUND FEATURES

- ✓ Click to dial – never misdial
- ✓ Click to send SMS or email – save standard templates
- ✓ Automated SMS for appointment reminders
- ✓ Information Campaigns

PRIVATE WIDE AREA NETWORK (PWAN)

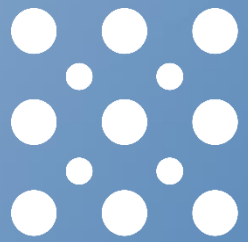
- ✓ Fully secure and encrypted network
- ✓ Ideal for multi-site connectivity
- ✓ Scalable and flexible solution
- ✓ Enables home and remote workers
- ✓ Removes the need for VPN

PWAN – HOW IT WORKS



THANK YOU

Any Questions?



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