



Cloud Voice for GP Surgeries

Ensuring GP surgeries
never miss a call, with
our easy-to-use hosted
phone system



Background

GP surgeries require a friendly, prompt and efficient service. Patients are often calling with concerns and they will expect a quick response to their call, therefore the telephony solution that is chosen must accommodate these requirements.

The Challenge

GP surgeries often deal with a large quantity of calls, particularly peak times such as Monday mornings. In these cases queueing is a must to ensure all calls are dealt with in a timely and efficient manner.

In order to ensure staff resource is allocated correctly, reporting is needed to monitor the number of calls coming through. This will enable the surgery to work as efficiently as possible.

Certain calls within a surgery could require urgent attention, the telephony system selected will need to ensure that it prioritises calls and that patients are not left waiting for long periods of time, particularly in an emergency situation.

Consultations over the phone are a good way for patients to communicate with their nurse or doctor, however call recording will probably need to be considered so that key information can be easily accessed whenever the need arises.

Surgeries need to access these features in case an issue occurs, a disaster recovering plan is vital so that it doesn't impact patients care.



The Outcome



Auto attendant

greet the caller, for example with a message saying that their call will be answered and ensures they are not left listening to a ring tone. It helps cut down the amount of time patients spend waiting in queues, as patient's enquiries for opening hours and other information can be answered.



Call queuing

allows patient's calls to be queued at network level before they are delivered to a handset at the practice. Comfort messages can be played too, which will give patients reassurance that their call will be answered soon and provide information such as opening hours.



Call recording

used to train and coach new reception-ists, nurses and practice managers. Plus, the doctor or nurse can have the ability to retrospectively record the entire call, should they feel the need.



Sophisticated statistical analysis

of inbound/ outbound calls can help identify the busiest periods to help plan for staff scheduling.



Integration with industry-specific CRMs

can keep a record of call history and interactions with patients, as well as screen-pops on inbound calls to create a sense of customer service and care when answering calls.



PC soft client

presence and chat can be used to communicate amongst the team in order to help meet patient confidentiality.



Receptionist console

helps reduce the time it takes for a call to come in and be transferred to the necessary de-partment or individual. The ability to re-order the queue is important, as some calls may need to be dealt with quicker than others in case of emergency. 'Presence' allows the receptionist to check who is available before transferring the call.



Disaster recovery plan

such as failing over to another number (mobile, other practice) ensures no calls are missed.

Add-Ons for Cloud Voice



Teams Voice

All in one communication solution for Microsoft users

Cloud Voice for Microsoft Teams enables your organisation to use Microsoft Teams application as a Cloud Voice endpoint to make and receive telephone calls using Chess' direct routing capability. This is a phone system that can be accessed from your mobile, computer, or desk phone, adding more flexibility and availability when it comes to communications within your business.



Cloud Voice Collaborate

The complete unified communications experience

Cloud Voice Collaborate offers instant messaging, presence, voice, video, desktop and application sharing, and document sharing. Driven through a set of end user applications for Windows, Mac, Android and iOS, it enables your health team to access business communications and collaboration services wherever they are.



Cloud Voice Contact

Simplifying customer engagement

Cloud Voice Contact is a cloud-based contact centre solution designed specifically to work with Cloud Voice and Collaborate, providing a conjoined experience and shared feature set for front and back-office contact centre agents. The system integrates with your CRM and is perfect for health organisations that want to make it easier for patients to engage with them.

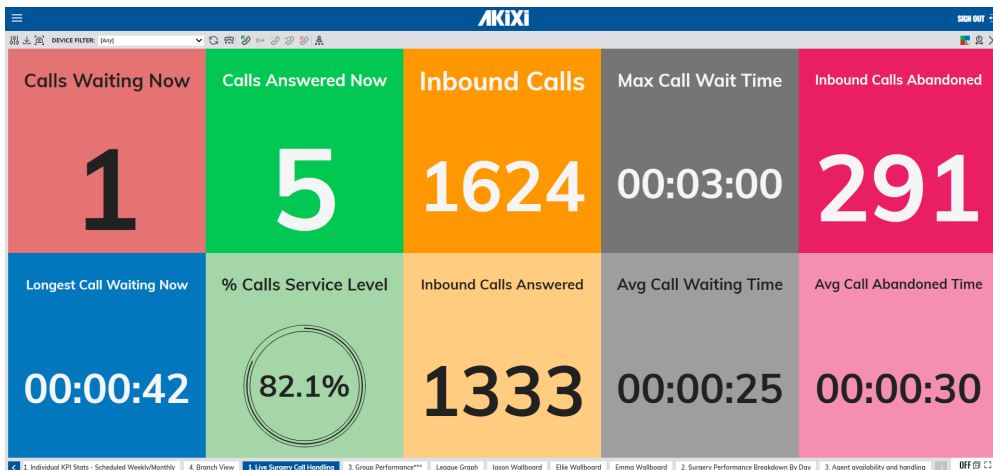


Akixi

Cloud-based reporting software

Akixi provides a comprehensive call and contact analytics solutions. Akixi's cloud-based reporting software gives you insight into how your contact processes are working and how you can optimise them to provide the best patient experience. Offering various service levels, from historic call logging to advanced real-time contact centre services, to suit practices of all sizes.

Akixi Dashboard Example:



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Chess is one of the UK's leading independent and trusted technology service providers, employing 300 skilled people across the UK, supporting over 20,000 organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.

