



**Client:** *Owlthorpe Surgery*

**Location:** *Sheffield*

**Objective:** *To find a new telephone system that will replace the current one, to enable the surgery to improve their patient experience, reduce costs and at the same time add many new features such as a call queuing system and call recording.*

### **The initial stage:**

A full in-depth survey of the client's premises was carried out. This confirmed that a suitable and reliable CAT5 network was available for us to provide the required number of handsets.

We also checked the broadband availability at the site and confirmed that both the download and upload speeds were sufficient to provide a reliable service.

It was extremely important that the installation of the new hosted solution and the porting of the main surgery number was seamless. This was achieved without any disruption or downtime at the surgery as we chose a day when the surgery was closed for a training event.

## The installation process:

As we planned the installation on a training day we had the opportunity to ensure all staff were given full on site user training on the use of their handset. All relevant features and individual requirements were demonstrated.

The following day, the first day they would be using the system, our engineers were on site from 8AM to assist with any issues they may have.

We find this attention to detail is what earns us the reputation as an excellent company to deal with as we really look after our customers.

## The Result:

The installation of the new system has met or exceeded all expectations, the whole process went very smoothly.

The new handsets offer superior sound quality making it so much easier to clearly hear the patients, and the queuing system means patients can get through to the surgery to be told where they are in a queue rather than hearing an engaged tone and they can decide if they wish to wait or call back at another time.

## Recommendation:

*After contacting numerous local practice managers, I was recommended to use 1<sup>st</sup> Call by most of them.*

*My initial contact was with Richard Sharman who talked about the different options we could have and detailed all the cost options.*

*We decided to go for the hosted system which is perfect for us, all staff were fully trained on the system and features were well explained.*

*I am really pleased we chose 1<sup>st</sup> Call, the team from sales to installation all were to the highest standards and I would recommend them to any surgery.*

*Fay Schofield  
Practice Manager*

