



Client: *Sothall Medical Centre*

Location: *Sothall*

Objective: *We were already using a good Panasonic telephone system provided by 1st Call however we had heard from another practice about a new hosted system that they had installed by 1st Call which seemed to offer some useful new features and so we decided to investigate further.*

The initial stage:

A meeting was arranged with Andrew to discuss the options available to us, it sounded like just what we needed but as always it comes down to cost. Andrew went away and looked at what we were spending on line rental and call charges and came back to us with a very attractive proposal that meant we could have the new system and our monthly costs would stay at a very similar level, this is due to the fact that the hosted system included a bundle of calls to local, national and most importantly UK mobile numbers.

The installation process:

A CAT5 network was in place at the surgery so this meant they could have the new system installed with no infrastructure costs. The installation was planned on a day when they were closed for a half day of training so we started the install in the morning and completed the changeover in the afternoon so disruption was kept to an absolute minimum.

As all the staff were available for training we set up two sessions with our in house trainer, Richard, at the end of these training sessions all the staff felt comfortable with the new system and the features it offers. As always, our engineers were also on site at 8am the next day to give the reassurance that if there were any issues we were on hand to resolve them quickly.

The Result:

The new system now gives better patient access with a queuing system letting patients know where they are in the queue allowing them to decide if they want to wait on hold or call back later, it also has comfort messages suggesting alternative ways to address their needs such as online booking.

As each handset effectively has its own line, the Doctors are now able to make calls without having to wait for a line to become free and furthermore the vastly improved audio quality makes it so much easier to hear the callers. Overall a great decision and a great system.

Recommendation:

We have been using 1st Call since 2004 and in all that time we have been totally happy with the products and services they offer.

We are constantly being approached by other telecoms companies however you hear so many horror stories and I totally trust 1st Call and I know they will never let me down, I have never heard a bad word said about them from anyone.

All the staff are knowledgeable and helpful and you always get through to someone you know and have dealt with for a long time.

I would have no hesitation in recommending 1st Call to anyone.

*Michael Lyall
Practice Manager*

