



1st Call prescribes Panasonic technology

1st Call works with Panasonic Business to deliver high quality communication solutions to two NHS surgeries.

Client - 1st Callcom Limited

Location - Chesterfield, UK

Challenge

To find a new system that will replace the old and unreliable one and minimise the cost of maintenance, while making the two surgeries work as one.

Solution

To implement two Panasonic NS700s linked via two Draytek routers in two NHS surgeries.

“The money we were spending on maintaining the old system had overtaken the cost of getting a new system”



Laura Gummer - Practice Manager at the Avenue House & Hasland Partnership



Avenue House and Hasland Partnership, located in the heart of Chesterfield, is a General Medical Practice that consists of 11 doctors as well as nurse practitioners, practice nurses, a pharmacist, a pharmacy technician, a physician associate, receptionists and administrators.

"The whole team puts the practice mission statement at the heart of what they do - we help the patient by knowing the person," says Laura Gummer, the Practice Manager at the Avenue House and Hasland Partnership.

"KX-NS700 is easy to install and maintain with a small budget. Switching to the new system was done efficiently with minimal disruption."

"Despite the digitalisation of medical records and possibility to book appointments online, 86.9% of patients still book their appointments over the phone," explains Andrew Ellingham, Managing Director at 1st Call.

"Reliable phone systems installed in surgeries are therefore essential for the NHS, that heavily relies on emergency calls and telephone appointment bookings."

Operating on the old system

"With time, the telecommunication system we used had become old and unreliable. Also the cost of maintaining the outdated equipment had been increasing," comments Laura. "It's not only about medical but also technical developments that we have to follow as a surgery. A significant number of appointments are booked over the phone. It's our job to make it as easy as possible for our patients to contact the clinic." This led to Laura's decision to look for a new system that would be reliable and less costly.

Calling on the 1st Call

The key factor that made Laura choose 1st Call among three other suppliers, was the reputation of the company in the local area.

The company specialises in installing telecommunication systems all over the United Kingdom. From the initial consultation to implementing the network in to offices, 1st Call also provides customers with regular reviews of the system.

Operating on the smart hybrid PBX

KX-NS700 is a Unified Communications solution that ensures the high quality of communication.

This results in increased satisfaction and improved efficiency across many businesses.

The system is designed for small and medium-sized businesses in order to help them reduce the costs. "KX-NS700 is easy to install and maintain with a small budget. Switching to the new system was done efficiently with minimal disruption," says Andrew.

Additionally, the implementation of the new system led to great cost savings. "The money we were spending on maintaining the old system had overtaken the cost of getting a new system," comments Laura.

Feedback

"Position in queue announcements has definitely been the key benefit of the software. It informs people where they are in the queue when calling our surgeries," says Laura. "The queueing system not only helps us organise our work better but also improves the patient's experience."

Whilst the surgeries benefit from cost savings, patients are no longer hanging on the phone not knowing when they'll be able to speak to a member of staff. "The system makes the communication between our surgeries and patients easier, more flexible. It's great value for money!" adds Laura.

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