



NT: For Healthcare



Smart systems to support the delivery of quality acute, primary and long term care through solutions that allow providers and patients to connect and share efficiently...



We provide:

- Telephone systems
- Lines, calls & mobiles
- Disaster recovery
- Call logging & recording
- Unrivalled on-going support
- Helping surgeries revert back from an 0844 to a local number

Why choose us?

- Our experience gained through looking after numerous surgeries, medical centres and practises
- We understand GPs, Trusts & CCGs
- UK based customer support team
- We supply several different types of system to make sure we can find the right fit and we are Avaya Expert accredited.

Who we work with?

- GP surgeries
- Medical practices
- Hospitals

Supporting the way you work best

A smart phone system supports the typical working practices and patterns of healthcare professionals.

Shift working is common and frequently professionals will share patient responsibilities. With this model, risk of miscommunication is high. The right system helps staff deal with scenarios such as routing the critical call that comes through on a shift change.

The system can also allow doctors, nurses and other clinicians who are often mobile to be more readily while they are on duty available in a way that best suits them. IP phones, PDAs and touch-screen tablet devices can be used to keep clinical, administrative and operations staff connected, whether by voice, video, instant message, e-mail or paging. These devices can be programmed for voice-activated number lookup and dialling. Doctors and other clinical staff can be located and communicated with via instant message and “presence” capabilities. *This facilitates frequent communication with patients, administrative personnel and each other, and ensures knowledge sharing is maximised.*

Further, powerful call routing functionality enables the elimination of intermediaries where appropriate, such as nurse station attendants or clinic operators, meaning that patient calls can get answered sooner **at less cost with fewer opportunities for errors.**

Patient Access

One of the biggest complaints that patients level against medical surgeries is that they **aren't able to get through to the surgery** in order to make an appointment. A medical practice should have proper and effective knowledge of just how hard it is for patients to connect with their practice, and they should constantly work towards making it easier. It is extremely uncommon for a medical professional to make an appointment at their own practice, and therefore the average medical professional has little or no knowledge of this day-to-day process and just how troublesome it can be for patients.

Medical practices across England are involved in an estimated 300 million consultations a year. Some of these consultations take only one phone call, but **most involve a number of calls.** Receptionists and practice managers must deal with a veritable tide of telephone calls and enquiries. Patients expect their calls to be answered immediately and dealt with promptly, but this does not normally happen.

It's hard for a medical practice to meet all patient expectations. In everyday operation, a mix of telephone consultations, telephone triage and open access clinics can cause problems. It is often practice managers, not doctors or medical professionals, who bear the brunt of the complaints that arise from long waiting times and confusion.

The 24/48-hour access model has some drawbacks for practices and patients alike. There has been an unforeseen consequence: many patients find it extremely difficult to book a doctor's

appointment too far in advance. Opening up your medical practice's appointment book can make it far easier to manage the demands of your patients and balance your resources.

Most common communications problems reported by healthcare providers:

- Long waits on calls being answered.
- Missed appointments increasing waiting times and losing practices money.
- Not enough lines for patients calling in and staff calling out.
- No queuing or routing – reception has to handle all calls for nurses, routine enquiries and appointments.
- Patients reach voicemail and are given alternative number out of hours rather than routed.
- No record of abusive calls.

Find out how our solutions help meet
Government sustainable procurement targets



As a provider of healthcare, you'll be familiar with the Government's drive to put sustainable procurement at the heart of your decision making process.

Sustainable development is about acquiring goods and services for your company in a way that achieves **value for money on a whole life basis** in terms of generating benefits not only to your business but also to society and the economy, whilst minimising damage to the environment. Your choice of phone system has a huge role to play in achieving this goal.

Achieving value means looking at a solution that is not only **competitively priced** but delivers a **high quality service to your end users**. Avaya's systems offer great value for money and reduced running costs, as well as a host of features that support the Government's sustainability recommendations.

Reducing travel

The Government* recommend where possible that you provide facilities and working arrangements that reduce the need for travel and distances travelled. This helps save money that can be used to protect health by reducing transport costs, as well as helping to meet legally binding UK carbon reduction targets. A reduction in travel also reduces health risks and the pressure they put on the health service by decreasing road collisions, stress, noise and air pollution.

Avaya's IP Office provides the full functionality of your practice's system for homeworkers, enabling staff to work remotely when they are not needed in the surgery.

Supporting the environment

The Government* recommend that healthcare providers seek innovative, lower impact products and services, demanding environmental standards through the procurement process and ensuring that procurement supports and facilitates a reduction in resource use and waste.

Avaya's systems are some of the 'greenest' available on the market today and Avaya is a 'green' company, utilising an ISO 14001-based EH & S Management System for its facilities and services since its inception in 2001. The IP Office typically uses 45% less energy and produces 45% less CO2 than other systems. Electricity costs to run the IP Office are therefore around 45% cheaper. By choosing Avaya solutions, healthcare providers can help protect the environment, reduce costs, meet their carbon reduction targets (as set out in the Climate Change Act) at the same time as upholding expectations of staff, patients, visitors and the wider community.

Thinking long term

The Government* recommends that as a healthcare provider, you base procurement decisions on whole life rather than short-term costs and benefits. This means choosing a system that is reliable and expandable to meet your facility's future needs without needing replacement for a significant period of time.

Avaya's IP Office is a highly durable system – it has no 'moving parts' and so is less likely to break down than many other comparable devices. IP Office also offers different editions to support the growing needs of your practice, and you can expand up to 1,000 users across 32 sites, with add-on applications as you need them.

Collaborating with others

The Government* recommends that businesses, schools and healthcare providers collaborate to increase their buying power. The Efficiency Review by Sir Philip Green, highlighted the need to take advantage of scale, buying power and credit rating as part of sustainable procurement.

Healthcare providers can collaborate with others locally to achieve greater cost savings on the acquisition of their system as well as lower maintenance costs. You may also wish to take advantage of Avaya's current 0% interest free credit offer on terms of 2.5 or 5 years for new equipment or upgrades, increasing your buying power even further.

** NHS Sustainable Development Unit*

Call Recording

As its name indicates, call recording is the practice of recording phone calls for later retrieval and referencing. [We will identify the best solution for surgeries](#):-call recording might come either on its own or bundled in a package of other phone system features. Although call recording is a useful means of recording important information for businesses in general, [it is particularly advantageous for medical practices](#).

Call recording brings its standard package of benefits to GP and practice managers, plus some that are particular to medical practices First and foremost, being able to record phone calls provides an important tool in monitoring and controlling the medical practices' personnel. GP and practice managers can use recorded phone calls to listen to their personnel's customer service, their [adherence to the medical practice's guidelines](#), and other information that can provide insight into the personnel's overall performance in their positions.

Our call recording service is a comprehensive solution that can record phone calls made using either extensions or line-side. As expected of our award-winning service, it is compatible with all modern technologies, ranging from analogue and VoIP to even calls made using mobile phones. We have a team of experts available to support any technical requirements you may have.

Call Logging

The changing landscape of healthcare provision has meant that doctors need to embrace new technologies in order to keep pace. A busy doctor's surgery may need to deal effectively with hundreds of calls every day; call logging allows you to collect vital information on your surgery's dealings with customers by phone. Important data – how many calls are received, how long they last, the purpose of the call and how questions or problems are resolved, for example – it can be hard to keep track of, let alone respond to.





One very valuable tool that can transform the effectiveness of your surgery's interactions with patients is a high quality call logging software package.

Our call logging software gives you the information you need to drive continuous improvements in your practice's interactions with patients and other contacts. Cost-effective and easy to implement, our call logging software offers your practice the flexibility and user-friendliness you need.

Patient Connect Contact Manager

Patient Connect enhances communications with patients by providing an improved and more personal service, combining modern electronic methods (e.g. SMS) with more traditional voice calls. It also incorporates a Contact Management front end to EMIS patient information providing a dashboard for inbound/outbound communication with the facility to note brief details of the contact.

Patient Connect is not just for communicating with patients; contact information for companies and other individuals/agencies that have dealings with the Practice can be stored in the system providing the same enhanced communication benefits.

-  **Increase Efficiency**
Boosts the efficiency, productivity and effectiveness of admin resources
-  **Save Time**
Caller preview saves 20 secs on every call. Also click to dial from the PC
-  **Reduce Costs**
Reduce DNA's, Improve QoF performance & boost revenues
-  **Regulatory Compliance**
Establish patient identity, improve staff training and audit trail of communication

Resolve Disputes

With an increasing amount of patient contact by telephone and the use of triage, recording of calls is essential so it's absolutely clear who advised what, when and to whom.

Demonstrate Compliance

Conforms with best practise guidance in confirming patient identity. All call recordings are encrypted and stored adhering to BSI 0008 standards

Monitor Quality

Facilitates the monitoring and evaluation of telephone calls made by the practice, this allows the review and improvement of procedures and staff performance.

Improve Performance

Reduce call handling times by on average 30 seconds. Patient Connect enables practice staff to offer an enhanced patient service and better perform

Case Study: Staffa Health

About Staffa Health Group

Staffa Health Group is a forward-thinking primary care team providing GP services that cover Tibshelf, Holmewood, Pilsley, Stonebroom, and surrounding areas. One of their primary goals is to provide patients with the advice and information they need to achieve and maintain better health. To achieve this goal over a wide area with thousands of patients, an efficient practice with strong communications is essential.

Business need

For a large number of patients in the United Kingdom, calling in to their local GP surgery means dialling one single main number, which often doesn't route their call to the part of the surgery they require. This wastes both the patient's time, and that of surgery staff. Staffa Health Group wanted a better system, knowing that if they provided local numbers, they would be able to give their patients the knowledge that their calls were being routed immediately to the desired part of the surgery.

The solution

Implemented by NT Voice and Data's skilled team at Staffa's Chesterfield-area surgery, selected telephone system was a critical choice for the Staffa Health Group, because as well as providing geographically based numbers, they were also able to improve the general patient experience while lowering their overall total cost of ownership. Further, their choice ensured the solution implemented was both scalable and sufficiently dynamic to meet the needs of the ever-growing business.

Mark Beardsley of NT Voice and Data said:

By implementing Avaya IP Office 500, NT Voice and Data helped Staffa Health Group to maximise their communications potential to ensure each patient gets a top-notch experience every time they call. In addition, Staffa Health Group can look forward to a lower TCO with Avaya than with the other systems that they evaluated.

Mark Beardsley

Sales Director, NT Voice and Data Solutions

Benefits

Staffa's Practice Manager Valerie Beattie was keen to offer an update on how the Avaya IP Office has benefited the Group so far:

We've already had excellent feedback by patients on our geographical number system, which helps ensure that each patient goes right to the appropriate staffer who can help them best. We believe that prevention is better than cure. As well as offering healthcare when it is needed, we aim to work with the community to try to prevent problems from occurring so that the need for our crisis services will decrease and the people we serve at Staffa Health Group will enjoy a better standard of health. Communications are critical to that endeavour, and we're pleased to be using Avaya to ensure our communications are as top-notch as the care we provide at Staffa Health Group.

Valerie Beattie

BSc, MBA, Practice Manager, Staffa Health Group