



Nationwide

# Surgery Line

NETWORK EUROPE GROUP LTD

## How to prevent a disaster turning into a nightmare

Surgery Line can't stop a disaster from happening – but it can ensure you recover from it quickly.

- Cost effective solutions to help you cope
- Back up power supply to your phones
- Gets your calls answered – even without staff
- Out of hours alert warning

If you have ever been in the situation where you have been the victim of crime, fire, flood or loss of power, you'll know the feeling of despair and disbelief that it has actually happened to you. Whilst we never want to think that we will be the victim, you only need to turn on the news to see that every day floods, fires, and crime affect people who thought it 'wouldn't happen to them'. Whilst Surgery Line can't prevent these things happening, our specially developed Disaster Recovery system can reduce the impact they have on you and your patients.

Developed in response to requests from Practice Managers who realised the importance of disaster recovery planning, NEG have developed, designed and manufactured a disaster recovery product with a difference. For example, if your power

is cut, our disaster recovery service is designed to deliver a reserve power supply for up to 4 hours and send a voice message to 4 members of your surgery staff to let you know there is a problem.

There is a current IMT DES to have disaster recovery plans for your computer network. It makes sense to extend these plans to include the protection of your phone system – as this is the main way your patients contact the surgery. Whilst you might imagine this would be expensive, in fact it works out at only £29.99 a month – less than £1 a day.



Call free on

**0800 9 555 001**

or e-mail

**info@surgeryline.com**



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# Case Notes

## Comments from Practice Managers who have introduced the Disaster Recovery module in their practice...

*"Fortunately we have not had the need to use it yet, but it's good to know that it's there should any problem arise"*

**"Our practice was at risk of flooding during some recent bad weather. Fortunately we didn't get flooded out, but twice the power went down. Without the warning from the Disaster Recovery unit, patients would not have been able to access the surgery for about 14 hours in total during the night, so it proved very useful at alerting us to the situation"**

*"I see it as a kind of insurance policy. I don't think we'll ever need it, but it is reassuring that it's there"*

**"Our building was set alight on a Saturday night and we worked hard to make alternative arrangements so we could continue to operate as normally as possible for our patients. NEG were great. They organised a temporary telephone system for us the following week which remained for a few months whilst the surgery was being rebuilt. We had a potakabin delivered on site and NEG also organised for a further temporary telephone system to be set up there as well. The support from NEG was very much appreciated at this difficult time"**

*"In the past we have had problems with power cuts and we have also been broken into. The support of the Disaster Recovery system will help us greatly if a similar situation arises"*



This module from NEG has been developed as a low cost but very effective way to monitor any problems with your surgery – particularly when no staff are in the building.



Remember to ask NEG about the new T2 service – the cost of this equipment can be entirely or partially funded by the savings you make on your outgoing calls, including free calls to other local surgeries and PCTs who have the T2 package.



This module costs £29.99 a month (about £1 a day) and offers peace of mind that all is well at your surgery even when nobody is around. For obvious reasons, the system has proved very popular with Practice Managers.



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