



# Surgery Line

NETWORK EUROPE GROUP

## Surgery Line helps Leeds surgery cope with arson attack

Manor Park Surgery is located in Bramley, Leeds a few miles north west of the city centre and comes under Leeds PCT. The practice is large and busy, with 14,000 patients on its list. It has 8 GPs, 5 nurses, 4 HCAs and 17 admin staff, including the Practice Manager, currently working there.

Surgery Line was installed at Manor Park in June 2006 after patients experienced repeated problems in getting through to the surgery by phone. "Although we were already aware that our old phone system was inadequate for our needs," explains Ruth Wood, Practice Manager at Manor Park, "the annual patient survey really highlighted their frustration with the phone service, so we decided it was time for look for alternatives."

***"We now have more lines available for patients"***

However, Surgery Line had only been live at the practice for just over a month when disaster struck. The surgery was destroyed by an arson attack which meant that emergency alternative arrangements had to be put into place.



Before and after: Manor Park Surgery has been successfully re-built and re-opened...

In this situation, good communication is paramount and NEG acted quickly to help the surgery get back on its feet as quickly as possible. "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," explains Ruth. "NEG were great. They organised a temporary telephone system for us the



... after it was seriously damaged in an arson attack

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following week in Bramley Clinic which served as our interim accommodation 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, especially Kath Simons and Chris Lavin was very much appreciated at this difficult time."

***"If anyone is considering switching to the system I would say give it a go"***

Ruth also found the company helpful during the difficult rebuilding stage. "They were fantastic in ensuring the new system in the rebuild was project managed to timescale and up and running for when the building was handed over."



The Surgery Line system has proved popular with patients and staff

Now that the emergency is behind them, staff and patients have had the chance to sit back and take stock of the new system - and Ruth reports that they are pleased with the facilities that Surgery Line can offer. "We now have more lines available for patients, plus they have a menu of options when they call which makes it easier for them to get through to the person that they want to speak to," she

explains. "As a large surgery, we have a very high volume of calls and Surgery Line has helped us to deal with this demand."

### **Manor Park's main reasons for going ahead with Surgery Line**

1. Patients can get through to the surgery when they call in.
2. The technical support is good.
3. There are more phone lines for patients.
4. The options menu for patients works well.
5. The fact that staff can work 'hands free'.
6. The continued support of the NEG representative.

"Our staff really like using the Surgery Line system as the use of headsets enables them to move around and deal with queries rather than keeping a patient waiting at the end of the line. Our patients have also responded well to the system: initially there were some with reservations, mainly because a few didn't understand that calls are charged at a lo-call rate; some people presume that, because the number is prefixed by 08 that it is a premium rate number but this is easily rectified and the system has been well received" explains Ruth.

Overall, Ruth's experience of working with NEG and Surgery Line has been very positive, even when faced with an unusual and difficult situation. "As a company, all the people I have dealt with are helpful, supportive and professional. If anyone is considering switching to the system, I would say give it a go, they won't be disappointed. There may be some teething problems: there always are with any system, and some people will be reluctant to change, but in the end it will be worth it. I look forward to continuing a satisfying partnership well into the future."

### **What is Surgery Line?**

"Surgery Line is a cost-effective way for forward looking surgeries to improve the service that they offer to patients, reduce stress levels for staff and self-fund a state of the art phone system," explains NEG's Managing Director Dean Rayment. "We now have over 1,400 surgeries who have already switched to Surgery Line; by doing so, they have improved the service that they offer patients and relieved the pressure on busy staff."

### **You and your staff benefit**

When a surgery switches to an 0844 number, NEG will install and maintain the most efficient communications system on the market. You specify exactly what equipment you want to receive (from handsets to switchboards) for no extra charge. With your own 084 number, instead of BT making all the money from your call, you keep a small amount of money per call to pay for the new equipment you receive to improve your patients' experience.

### **How your patients benefit**

Patients benefit by having their calls answered more quickly. The engaged tone becomes rare, even at peak times, because you are able to handle incoming calls more efficiently whilst patient calls are spread out during the day. The average call to your surgery will be 2½ minutes long. This costs 10.5p using an 0844 number and would cost 12.4p if the caller was on the standard BT tariff.

*"Come and see for yourself. Speak to anyone who has had the system installed to back up what NEG are saying. I would recommend that you should give Surgery Line the once over. It costs nothing to look and ends up costing nothing to have. NEG know what you need and will deliver their promises."* Mandy Roche, Practice Manager Kingshurst Surgery.

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