Patient Partner
Solving day to day communication problems experienced in primary healthcare.
Voice Connect
Patient Partner

Patient Partner has been specifically designed and developed to solve day to day communication problems experienced in primary healthcare and is an elegant, cost effective solution that benefits patients and staff alike.

Through the use of Patient Partner, patient access is increased, whilst allowing the practice to remain in control of the system and the allocation of appointments. The system is available around the clock allowing patients to book, cancel, check and change their appointments at a time most convenient to them.

Patient Partner is a PC based solution. It connects to the practices telephone system and integrates with the electronic appointment book, operating in ‘real time’.

The standard 4 port system is available in 4 levels based on practice size, which can take 4 simultaneous calls. Larger practices with over 15000 patients may require 8, 12, or 16 port versions.

The system can be deployed as an Auto Attendant or as an option off an existing Auto Attendant.

The solution integrates with Vision, EMIS, SystmOne and Frontdesk databases.

500 + installations currently in the UK.

Key benefits of Patient Partner:

- Improves telephone access into surgery;
- Reduces call congestion on phone system;
- Frees reception resources;
- Allows around the clock booking, changing, checking and cancelling of appointments;
- Reduces DNA rates;
- Improves practices survey and QOF results.
# Customer survey results:

The table below shows some of the results from our customer survey carried out in October 2010.

<table>
<thead>
<tr>
<th>Customer Response</th>
<th>Customers who have had Patient Partner for <strong>less than 12 months</strong></th>
<th>Customers who have had Patient Partner for <strong>more than 12 months</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Has Patient Partner reduced calls to your reception?</td>
<td>73.7%</td>
<td>92.90%</td>
</tr>
<tr>
<td>Do you feel that by installing Patient Partner, you are giving patients a greater choice?</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Has your practice been able to make staff efficiencies?</td>
<td>11.1%</td>
<td>23.10%</td>
</tr>
<tr>
<td>Has Patient Partner helped with your patient survey results?</td>
<td>0%</td>
<td>61.50%</td>
</tr>
<tr>
<td>Has Patient Partner reduced the number of complaints from patients?</td>
<td>22.2%  5.6% never had complaints</td>
<td>38.50%  7.7% never had complaints</td>
</tr>
</tbody>
</table>

# Our customer responses when asked:

**Please briefly list below what differences or impact Patient Partner has made on reception staff.**

- We do not get as much of an influx of calls at 8.30am. *Lane End Medical Group, Middlesex.*
- Reduces the amount of calls in the morning as patients can use the system anytime. *Blackwater Medical Centre, Essex.*
- Less calls. Happier patients. *St Nicholas Group Practice, Burnley.*
- Less calls coming through on the phone, gives our receptionists more time to deal with patients in the surgery and to complete other administrative tasks; because they are spending less time acting as a switchboard to the practice. *Gallions Reach Health Centre, London.*
- Reduces calls for queries, such as when a patient has forgotten their appointment time. *Church Langley Medical Practice, Essex.*
- Reception staff less stressed. They are able to carry out other duties. *Parkfield Medical Centre, Merseyside.*
- Since our latest update the reception staff have to forward less calls, now the calls can go to the correct extension directly. *Vine House Health Centre, Hertfordshire.*
- Less pressure particularly first thing in the morning. More time to deal with other patient queries. *Eye Health Centre, Suffolk.*
- It has greatly reduced the pressure on the reception as patients book their own appointments. It leaves the phones less busy and has deferred us from having another phone line installed. Consequently it has saved us money. The practice has used the staff more efficiently and they have been given tasks like scanning on the clinical letters and keeping things up to date. *Trinity Medical Centre, Stoke on Trent.*
- Fewer routine calls coming into reception, which is having a positive effect on the Practice - Patients are starting to comment on increased efficiency and ease of access. Updating patient records has been a big win - saving time and energy trying to contact patients whose details are out of date. Fewer staff on Reception in the morning - from 4 to 3, freeing up staff to take on other tasks. *Pembroke Road Surgery, Bristol.*
- Reception Staff are less inundated with calls, particularly first thing in the morning. I have reduced reception staff numbers by 1 x WTE. *Haslemere Health Centre, Surrey.*
- We're taking about 1000 calls per day by receptionist, although we still receive this number of calls to the building, patient partner picks up about 20% easing the pressure. *Pinn Medical Centre, Middlesex.*
- Saves time and resources. *Hadleigh Health Centre, Suffolk.*
- Patients are able to book an appointment before we open, reducing the volume of calls at opening time. *Hawthorn drive surgery, Suffolk.*
- Relieves pressure at busy times. *Botesdale health centre, Suffolk.*
- Reduces the amount of time reception staff spend on the phone, thereby enabling them to concentrate on the ever increasing administrative tasks. *Wickham Market Medical Centre, Suffolk.*
- 30% of appointments are booked by patients and although this does not seem like a high percentage, it has made a big difference. *Shelton GP Services, Stoke on Trent.*
- Reduced telephone calls first thing in the morning. Reduced DNAs since patients cancel appointments which are then free for others to book. Patient behaviour has improved since there is increased access to appointments. *The Village Medical Centre, Milton Keynes.*
- The normal rush at 8.30 am has been reduced, therefore providing a reduced level of calls to be answered. *St Johns Surgery, Worcestershire.*