Go for it ! Drayton Surgery’s advice on choosing Patient Partner

The Drayton Surgery in Portsmouth (www.thedraytonsurgery.co.uk) serves a patient population of over 18000 residents across the northern district of the city of Portsmouth. With a demographic consisting primarily of young families and the elderly, the practice is run by a team of 8 GP partners, 2 salaried GP’s, 1 locum, 2 nurse practitioners, 5 practice nurses, 2 hca’s and 26 additional admin and reception staff.

The surgery installed a 24/7 automated telephone appointment booking system, called Patient Partner in early 2015.

Before installing Patient Partner, the practice was aware that even though they had online booking and an experienced reception team they struggled to offer patients the level of service they wanted to provide. The installation of Patient Partner made the difference. The additional flexibility meant patients could easily book, check, change and cancel their appointments, freeing up valuable reception time to deal with the more complex patient needs.

“Patients like the ability to book appointments when it suits them rather than when we are open ”

Sandra Jordan, Practice Manager at Drayton surgery explained “Patient Partner has freed up our reception staff to undertake other practice duties, thereby enhancing patient care. The number of peak calls has definitely reduced as they are being managed automatically via Patient Partner. Staff have agreed it has made a huge difference.”
The patients are loving it too. Initial usage was a little slow as patients got the hang of the system. However, the system is now well used and patients are even asking for additional clinics to be added to the system.

The Drayton Surgery has found Patient Partner to be an excellent tool for helping deal with the volume of calls in a far more cost effective way than employing additional staff. It has also helped reduce the stress and pressure on existing staff.

Patient Partner’s best three features according to The Drayton Surgery
1. Improve access to appointments for patients
2. Ability to change/add in new staff or sessions
3. Enable redeployment of staff to other duties.

“Staff agreed it made a huge difference”

Sandra was also very complementary about the assistance she received from Voice Connect and the help she receive during the set up process.

“The level of support we received was excellent – not that we have needed much as the system is so reliable once set up”

The team at The Drayton Surgery are also able to update Patient Partner at any time with the training they received when the system was installed. Any changes to doctors or the type of clinics available such as seasonal flu appointments can all be managed by the surgery themselves, ensuring they always get the best out of Patient Partner.

...and when asked what would you say to any other surgery thinking about using Patient Partner, Sandra was very clear “Go for it! You won’t regret it”

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