

Aastra helps health centre put patients first



Facts & Figures

The Customer

- Horfield Health Centre, Bristol

The Solution

- Ascotel IntelliGate 2065 - 70 digital Office extensions
- Fully integrated DECT cordless solution
- Auto Attendant / Voicemail
- Patient Call integration

The Benefits

- Improved all round patient call handling & service
- Auto attendant enables patients to contact the right department
- Key staff can be easily contacted throughout the premises
- Improved message handling

Serving the communities of Horfield and Lockleaze in Bristol, Horfield Health Centre is a long established doctor's practice in a recently rebuilt health centre offering a range of patient services.

With 50 staff including 11 doctors, district nurses, health visitors, midwives, counsellors, podiatrists and specialist therapists and a minimum of 500 patient appointments a week, Horfield Health Centre is a busy practice! A telephone system was required that would allow the practice to operate as efficiently as possible and ensure patients always receive the best possible service, 24 hours a day, seven days a week.

Horfield Health Centre identified several features that would help improve its service to its patients, including:

- Voicemail and auto attendant to provide important patient information when staff are unable to take calls.
- DECT cordless handsets for key staff so they can always be contactable.
- Out of hours call divert to NHS Direct so patients can always speak to a medically trained person.
- An E-booking facility for appointments – use the Internet to book, cancel or check appointments on the web, leaving more time for reception staff to handle patient's calls.
- Ability to integrate the telephone system with the Patient Call service.
- Direct Dialling Inwards (DDI) so staff and other callers can speak directly to staff/ departments such as the Practise Nurse and health visitors.

Dr Arnold Mayes at Horfield Health Centre says, "With a new building, we were in an ideal position to install a brand new telephone system that would meet all our needs and find a system that could change and adapt as required. Choosing a system from the many options was relatively simple for us as the NHS PASA system allowed us to confidently choose a reliable and cost effective telephone system from carefully selected suppliers."

"To complement a new, highly featured telephone system, we have also installed a new E-booking facility for appointments that allows our patients to book, cancel or check appointments on the web. This is not only more convenient for many of our patients but also leaves more time for reception staff to handle calls and patients."

Horfield Health Centre, through the NHS Purchasing and Supply Agency, awarded Aastra Telecom UK the contract to supply, install and provide

ongoing support for its Ascotel IntelliGate 2065 telephone system supporting up to 70 system telephone extensions throughout the building. With this system, Aastra could provide Horfield with a highly flexible solution that would meet its needs and more. This included an Auto Attendant/Voicemail system that can filter calls to an appropriate destination, including a call divert to NHS Direct for out of hours emergencies, fully integrated DECT cordless handsets, individual and departmental mailboxes with direct DDI patient access.

In addition, converting its exchange lines to ISDN has enabled Horfield Health Centre to optimise line usage and reduce costs. All calls and faxes, are routed through the Ascotel IntelliGate system using DDI (Direct Dial In), improving efficiency and speed and enabling Horfield Health Centre to rationalise the number of different lines connected to the site thereby significantly reducing the overall line rentals.

Integrated DECT Cordless Handsets Keeps Key Staff in Contact

Horfield Health Centre felt it was important to provide cordless working for the staff who were often away from their desk or office. By installing several DECT base stations and giving fully integrated Ascotel Office 130 DECT cordless handsets to key staff, such as the IT manager, they can remain in contact at all times wherever they are in the building, allowing a quicker and more efficient service for patients.

Auto Attendant & Call Divert Puts Patients First

IntelliGate's Auto Attendant allows the caller several choices, to be put through to Doctor's Appointments, District Nurse/Health Officer, Treatment Room or Receptionist. In this way the caller is able to speak to the right person as quickly as possible. Out of hours, the Auto Attendant also allows emergency calls to be diverted to NHS Direct where they can receive immediate advice from a fully trained nurse at any time of the day or night.

Direct Dialling & Voicemail Improves Service

Direct dialling has been set up on this IntelliGate system to allow staff and patients to call various departments direct, such as the Practice Nurse, Health Visitors, Therapists, Counsellors and so on. Voicemail is available on these extensions so that if the department is unable to take the call, important patient information can be given and a message left, to which a member of staff will respond as soon as possible.

Patient Call Integration

By integrating the patient call system; announcement calls can be made to the waiting room to alert patients via an Office desktop telephone when the doctor, nurse or therapist is ready to see them. This has helped the smooth running of Horfield surgery.

Ongoing System Support

With AIMS (Ascotel Intelligent Management Software), Aastra's Service Centre is able to provide on site and full

remote system and diagnostic support, including remotely programming system changes, even changing feature keys on individual DECT cordless handsets as and when required.

Dr Arnold Mayes says of the new Ascotel IntelliGate system, "We are thrilled with the telephone system. The management of this project by Aastra was very smooth and the system is excellent, providing us with everything we asked for and an ability to upgrade it as and when the health centre requires in the future, so protecting our investment for many years to come."

Account manager Roy Goodall at Aastra Telecom says, "Buying through the NHS PASA (Purchasing and Supply Agency) framework agreement as Horfield Health Centre did, provides the trust with a wide choice of products and services. Potential buyers can obtain quick quotes from contracted suppliers that will also ensure competitive pricing. We have supplied a number of doctors' surgeries, health centres and specialist clinics throughout the UK as part of this NHS framework agreement."

A Summary of the Benefits

- Integrated Office DECT cordless system and handsets allow key staff to always get in contact allowing a quicker and more efficient service for patients
- Calls can be very quickly handled and distributed reducing bottlenecks and frustration in tracking down important staff. Horfield can provide an improved all round patient service
- Auto attendant and call divert allow the caller to be put through to the right department as quickly as possible or if out of hours, be diverted to NHS Direct
- Direct dialling and voicemail allow staff and patients to call various departments direct and voicemail is also available on these extensions to provide important patient information as well as the ability to leave a message
- Full integration with existing Patient Call service
- The open architecture of the Ascotel system allows for future developments, including DECT, cordless handsets, CTI and VoIP
- AIMS software allows Aastra to enter the system remotely to provide on site and off site system support if necessary

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