



report



record

Marina & Grove Surgeries Case Study:

For us the products really do “What it says on the Tin”

Anyone who has ever visited their doctor’s surgery will be amazed at how they manage to deal with the constantly ringing phones, all of the patients, and most importantly, get every bit of information correct each time.

When you are running two busy surgeries in Swansea, South Wales, such as The Grove Medical Centre (Uplands) and The Marina Surgery (Mannheim Quay), every system that can provide benefit to you and your patients must be carefully considered. The Practice has five doctors and operates as a General Partnership, with both sites staffed with receptionists, practice nurses, health visitors and a district nursing team.

In early 2008, the Practice invested in Oak’s Report call management software, and Record recording system.

Mike O’Rourke, Practise Manager for the two surgeries

‘For the first time using Report as a call management tool we were able to look at the outgoing calls, frequency of telephone numbers called, with their associated costs. We were also able to look at the number of incoming calls we were receiving, when the peaks times were, and how long we are involved on phone calls’

‘From the reports we were able to track costs by telephone number and extension number, thereby producing reports that staff both could understand and appreciate. There was also the ability to look at the peak times for incoming calls ensuring appropriate staffing levels to answer phones.’

With the need for accuracy of information given or received, and the ability to review a call quickly and easily, combining the call logging application with the recording system provided that additional cover that the surgeries required

Mike continues: ‘Although we had a voice recording system previously, this proved cumbersome and relied on recordings being transcribed. The Oak Record system has revolutionised the way we store and listen to patient calls. The system was networked, so key staff can now listen to calls at their desk, calls can be copied and listened to electronically on any PC where the client software was installed, which made efficient use of Doctor’s time when reviewing any telephone consultations’

‘An additional benefit for the practise, and the high level of patient service we encourage, is that staff could listen to their own conversations, making it an effective tool for training.’

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