



The Challenge

Longlevens Surgery were using an older BT Quantum phone system and there was a growing need to improve the way incoming calls were routed at certain times of the day. Calls needed to be scheduled automatically to services such as 111, Message link and it was important to be able to easily configure the system so that training days and other important events were accounted for in terms of patient contact. Disaster recovery was also a key requirement so that in the event of power failure, patients were still able to speak with someone at the surgery. GP's also required the ability to work outside of the surgery with added flexibility facilitating communication with staff and patients alike.

Practice Manager Gill Hawlins commented:

"I was very attracted to having a local team look at our telephony situation which was frankly not broken but not working as we wanted it to. Having met with Merrick it was clear that they would be able to offer us a bespoke package with certain additions like call recording, headsets, unlimited outward call lines and that would begin to change what we were able to do. The overall quote made it a sensible option for us and we were gaining from no initial outlay, win, win. The process before go live was excellent with Bob doing his pre-visit and working through what we needed. It made go live day very simple and easy. For us there have been a few tweaks and nothing was too much trouble for the technical guys, even reassuring me that I had done something correctly. Another training day will give us the extra confidence we need but our overall experience is a very positive one and I would certainly recommend the team at RHM. Thank you."

The Solution

Longlevens Surgery contacted RHM Telecom for a consultation on the most reliable technology available. RHM were recommended by a number of local surgeries in the Gloucestershire area and a consultation was arranged. After careful consideration of the requirements of the surgery it was recommended that the Gamma Horizon system was installed and configured accordingly.

Horizon enabled the benefits of:

- Comprehensive management reporting and statistics on calls
- Effective call routing to emergency services
- Complete business continuity and automatic failover to an alternative surgery
- Improved productivity of staff and G.P's
- Substantial savings on call and maintenance costs
- Recording of all calls
- Potential growth for integration with EMIS