



Church Street Medical provide NHS services to over 13,000 patients locally in Tewkesbury.

The Challenge

Church Street Medical sought to work together with Mythe Medical Practice and move into the new fully equipped Devereux Centre on Barton Road in Tewkesbury. Church Street were using an older Avaya phone system and there was a growing need to improve the way calls were routed, handled and reported on across the organisation. A robust and responsive customer service was also desired to meet any critical phone problems due to the nature of their business. Pricing and clear billing based on business needs were also a key factor.

Each surgery required a flexible and feature rich system to be able to adequately and easily route calls to phones in any location for disaster recovery purposes and to leverage productivity from staff using the cloud based SystemOne clinical system.

Executive Manager Deborah Matson-Beale commented:

“RHM were recommended to us by a local business in Cheltenham. Our consultation with their consultant Merrick Kimber was extremely informative and key to our understanding of the most suitable systems for our practice. RHM weren't pushy or aggressive and confidently addressed our concerns giving us the confidence that they would be the ideal partner for us moving forward. Customer service from RHM has been first class and our queries and issues are resolved very quickly.”

The Solution

Church Street Medical contacted RHM Telecom for a consultation on the available technologies and systems currently on the market.

RHM recommended the Gamma Horizon hosted telephone system based on the requirements of the organisation.

Horizon enabled Church Street Medical with the following benefits:

- Comprehensive management reporting and statistics on calls in and out of the surgeries
- Effective call routing across branches to emergency services
- Complete business continuity
- Improved productivity of staff and G.P's
- Substantial savings on call and maintenance costs
- Call recording of all calls
- Click to dial integration with healthcare package SystemOne