



Nationwide

Surgery Line

NETWORK EUROPE GROUP LTD

The power to control your telephone system at your fingertips

With call logging from NEG you can capture, sort and store call records into a central database to create reports on how busy you are and how you can best staff your phones. This allows you to:

- Manage the practice call routing to eliminate access problems
- Measure the performance of your switchboard
- Use the information to improve staff efficiency
- See how many calls are engaged

Your telephone system produces a call record after every phone call your surgery makes or receives. These records contain important information about each call, such as details of who called, the length of time it took to answer and the number that was dialed. By using a call logger, you can analyse this information to see how well you are dealing with phone calls to improve efficiency.

Our call logger has no limits to the number of lines or extensions you can log. From it, you can produce a whole range of management reports with vivid graphs, charts and tables, custom-defined if required. This will

enable you to see when and where your calls are being lost, monitor your phone line usage and scrutinise your telephone traffic to ensure line optimisation.

Used successfully by surgeries around the country, the call logger will allow you to allocate your staff more effectively and improve your patient experience. There is an old management expression – you can't manage what you can't measure. This Surgery Line module will allow you to measure your call flow and enable you to take control.



Call free on

0800 9 555 001



or e-mail

info@surgeryline.com



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Case Notes

Comments from surgeries who have introduced the NEG Call Logger module...

"We used to think we were too small to bother about logging calls until we installed the NEG Call Logger and realised the kind of useful information we had been simply throwing away! It just goes to prove that it's difficult to manage if you don't bother to measure"

"Within a week of installing the NEG Call Logger we had more information on calling patterns than we ever realised was possible. By using this information, we rearranged the way we answered calls and cut call waiting times by over 40%"

"The NEG Call Logger has proved a big success for us. Our practice is based over 2 sites and it has enabled us to keep track of the traffic on both - something that was not possible until now"

"Until we installed the NEG Call Logger, we never realised that calling patients back on their mobiles was taking up more than 50% of our call budget"

"Before using NEG's Call Logger, we never realised how much busier it was on Monday mornings than on other mornings. Now we ensure that all hands are on deck on Mondays"



NEG
RECOMMENDS

This module from NEG integrates with your existing switchboard. We recommend this module for any practice who wants to improve communications with their patients.



Remember to ask NEG about the new T2 service – the cost of this equipment can be entirely or partially funded by the savings you make on your outgoing calls, including free calls to other local surgeries and PCTs who have the T2 package.

» **Outlay**

Monthly costs for NEG Call Logger module are just £24.99.



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