



Nationwide

# Surgery Line

NETWORK EUROPE GROUP LTD

## Patients able to book appointments even when your surgery is closed

Patients can call to book, rearrange or cancel their appointment whenever they want to using a new service now available from Surgery Line.

- Patients can call in anytime to book appointments
- Frees up staff time and offers better access to patients
- Reduces congestion at peak times of the day
- Reduces 'Did Not Attend' rates

Patient Partner gives your patients the opportunity to call in to your surgery anytime they want and book, cancel or move an appointment. This is possible because Patient Partner allows your telephone system to see the gaps available in your GPs' diaries. So now a patient can call the surgery number at 11pm and make an appointment for 9am the next morning. They can even book appointments weeks in advance if you want them to.

This makes it far easier for patients who work to book appointments that fit into their work schedule - and avoid calling the surgery at peak times. It also allows you to make as many or as few slots as you wish available to patients.

Where used, this system has had a positive affect on DNA rates. Firstly, because it makes it simpler for a patient to cancel an appointment they can no longer attend, and secondly because the patient has more control over when their appointment actually is so that it fits in better with their lifestyle. The result is better access with more choice and flexibility for patients - and less congestion on your switchboard



Call free on  
**0800 9 555 001**



or e-mail  
**info@surgeryline.com**



# Case Notes

## Comments from Practice Managers who have introduced this Surgery Line module...

*"Even at this early stage, we have noticed that patients are now far more likely to cancel their appointments than simply not show up"*

**"Our patients have commented on how much easier it is for them to make appointments now that they don't have to call in surgery hours. It really seems to suit our working patients."**

*"I was concerned that some of our patients might find the system confusing, but many have said how easy it is to use"*

**"We have noticed that using Patient Partner has eased the pressure on our switchboard, particularly first thing in the morning. We are really happy with the system"**

*"We weren't sure that Patient Partner would really make much difference to our call handling - but it has - and for the better."*



This module from NEG integrates with your existing patient database. We recommend this module for any GP or dentist who has their patient records stored in database form.



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



This module costs from £139.00 a month for giving patients around the clock access to your surgery. This means they can book an appointment at 2am for the next day, easing your reception's busiest times.

