



Over 500 GP sites throughout the UK



Surgery Line

NETWORK EUROPE GROUP

Surgery Line sounds too good to be true? Find out what the Practice Managers think

Introduced back in 2002, NEG's Surgery Line system has eased communication problems at over 500 GPs' practices across the country, making it quicker and easier for patients to get in touch with their doctor.

"Surgery Line was designed to meet the needs of both doctor and patient," explains NEG's CEO Richard Chapman. "Now that the system is well established, we are striving to continually improve it by seeking feedback from our clients to ensure that we are providing the best possible service and product."

In fact, NEG were delighted to be recently presented with a Business Award for Innovation, because of the success of Surgery Line. "The popularity of the system is indicative of the need for affordable communication solutions which use 21st Century technology," adds Chapman.

As part of the company's commitment to customer care, both before and after installation, the views of surgeries using the system are regularly canvassed with an overwhelmingly positive response.



Surgery Line is now used in all of the UK's major cities

The following extracts are all genuine comments made by current Surgery Line customers.

Helen Dean, Practice Manager at Five Oaks Family Practice, Manchester.

"We can answer the phone much more quickly now and calls are automatically diverted to the appropriate department, which frees up our front reception desk. If any surgery were considering making the change to Surgery Line, I would advise them to go ahead as the system is a worthwhile asset to our practice."



Patients are now able to get through to their surgery faster than ever

For more information on how the Surgery Line system can help you visit www.networkeuropigroup.com or call

0800 096 86 26

**Brian Harrison, Practice Manager
at Cottingham Medical Centre,
Cottingham, Kingston upon Hull.**

"The Surgery Line system is so much more reliable than our previous system and has significantly reduced the number of 'dropped' calls. It just sits there and does the job - we don't need to intervene - it even knows when the bank holidays are and plays the appropriate message without any involvement from us."

**Jean Taylor, Practice Manager
at Bath Street Medical Centre,
Sedgeley.**

"The support from the customer services department has been fabulous. They have responded quickly when we have needed them, and the personnel are always friendly and helpful."

**Tony Mulville, Practice Manager at
Horsman's Place Surgery, Dartford.**

"The phone units are of a high quality and the back up and support from NEG has also been good. We particularly like the facility for leaving voice mail messages as well as the overall standard of the equipment - our phone bill audits are also more comprehensive now. The system has lived up to our expectations and has much to recommend it - not least the option of a high quality system at a reduced cost."

**Mandy Roche, Practice Manager
at Kingshurst Medical Practice,
Birmingham.**

"We have completely changed the way we work in Reception: calls are now directly filtered to the correct people. We have freed up two of the positions to make the Reception area more user friendly and to get more administration work done. Before we had Surgery Line, the phones never stopped ringing and it was chaos."

**Kay Danks, Practice Manager
at Avon Medical Centre, Larkhall.**

"Surgery Line is definitely the way forward: I would say to any surgery considering the system to go for it. I'm sure that in years to come, everyone will be using it."



Practice Managers claim that Surgery Line leads to greater efficiency across the practice

**Pauline Patterson, Practice Manager
at The Surgery, Lillie Road, Fulham.**

"I had reservations about the number change, but we actually received very few complaints. We used to have the occasional patient who was concerned about the call charges, but we produced an information sheet explaining the costs and reasons for implementing the system. Since we have been using the system, our patients no longer complain about being unable to get through, or being cut off - it just isn't an issue any more."

**Paul Middleton, Practice Manager
at Dapdune House Surgery, Guilford.**

"This system has been a great leap forward in technology for our practice at very little cost. It will form the backbone of future technology enhancements leading to greater productivity and efficiency."

What is Surgery Line?

"Surgery Line is a cost-effective way for forward looking surgeries to improve the service that they offer to patients, reduce stress levels for staff and self-fund a state of the art phone system," explains NEG's CEO, Richard Chapman. "As you can see, this case study focuses on one of the hundreds of surgeries that have already switched to Surgery Line. By doing so, they have saved money, improved the service that they offer patients and relieved the pressure on busy staff."

You and your staff benefit

When a surgery switches to an 084 number, NEG will install and maintain the most efficient communications system on the market. You specify exactly what equipment you want to receive (from handsets to switchboards) for no extra charge. With your own 084 number, you keep about 2p from every call to re-invest in your practice, instead of BT making all the profit from calls to your surgery.

How your patients benefit

Patients benefit by having their calls answered more quickly. The engaged tone becomes rare - even at peak times - because you are able to handle incoming calls more efficiently, whilst patient calls are spread out during the day. Calls to 084 or 'lo-call' numbers cost patients 4p per minute, the same as the first minute of BT's standard call rate between 6am and 6pm. This means that many patients will actually pay less in total because their call is answered and processed more quickly. Significantly, the cost of calls from mobiles remains unchanged - these account for around 30% of all calls to surgeries.

The phone system that won't test your patients

"I've met a number of practice managers who think that Surgery Line sounds almost too good to be true," says Chapman, "but after it's been installed, they realise that NEG delivers everything we promise, and more."

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