

# CallCare™

**A 24 Hour Telephone Answering Service  
For Public Sector Organisations**

Handling Calls [Since 1998](#)



 **CallCare™**  
Taking care of your calls 24/7



## A credible partner, to protect your organisation's reputation

Since 1998 CallCare have provided 24 hour call handling management to the UK's public sector, remotely answering their calls and alleviating their work loads. Our satisfied clients range from PCT's and doctor's surgeries to local and central government.

Whatever the requirement, CallCare can effectively filter, transfer and respond to all incoming phone enquiries. We offer a solution to lost administration and reception staff that ensures communication, brand and customer service levels are maintained and often improved.

Should your organisation's telephone systems fail, or your staff be unavailable, CallCare is ideally positioned to remotely manage your calls. Our procedures and sophisticated technology allow us to provide swift and secure responses, tailored to your exact requirements and regulations and each and every call is treated with the sensitivity, confidentiality and professionalism it deserves.



# A trusted provider, seamlessly managing your stakeholder calls

At CallCare we pride ourselves on bespoke technology and highly trained staff, ensuring all your organisation's calls are expertly managed.

- **Tailored service** - implemented to the specific requirements of any department
- **Experienced provider** - strong portfolio of public sector clients
- **High levels of quality** - staff monitored daily, all calls recorded & checked
- **No single point of failure** - 3 strategically placed, independently run call centres
- **Financially robust** - an established organisation with a high credit rating

Some of the ways we help our public sector clients are:



## **NHS**

A large PCT uses CallCare to manage their daily public enquiries. Our operators take all calls to the offices, answering all generic enquiries, regarding opening hours, directions and bookings, only transferring calls to the busy employees when necessary. The PCT staff benefit from the ability to focus on their daily tasks without constantly fielding public enquiries, safe in the knowledge that the calls are handled both professionally and cost effectively and their public response targets are met.



## **Local Government**

A Lancashire based council uses CallCare as their out of hours customer service support desk. CallCare manages all calls to completion; from informing various out of hours key holders if council property alarms are activated, through to transferring calls that warrant immediate attention from the Highways Agency, emergency services or social workers. The Council are able to enjoy this dedicated team from CallCare on a cost per call basis rather than paying annual salaries, saving the Council hundreds of thousands of pounds a year.



## A tailored solution, suited to you and your stakeholders

CallCare delivers a portfolio of services designed to facilitate the working practices of any public sector organisation.



**24hr reception and switchboard services** - to field incoming calls to the correct department, supporting existing reception staff and covering absence and breaks.



**Customer service and information lines** - to respond to the public's questions and generic enquiries without disruption to internal employees.



**Lone worker protection** - to monitor employee safety when off-site, in the office alone or on emergency call outs.



**Booking and order lines** - supporting existing staff with appointment booking, subscriptions and visit requests, particularly those that arrive outside regular office hours.



**Follow up campaigns** - additional staff to conduct patient or public surveys and questionnaires over the telephone.

# A professional service, improving your public response

By partnering with CallCare your organisation can rest assured that your phones will always be answered consistently and professionally, your stakeholders treated courteously and confidentially and your messages relayed quickly and accurately. Additional benefits include:

- **Improved issue resolution** - queries and problems answered instantly
- **Cost savings on non core functions** - helping meet your budgets
- **Maintained service levels** - despite the potential internal redundancies
- **Reassurance in vulnerable positions** - protect staff safety
- **Quicker response to stakeholders** - SMS/emails direct to your mobile phone
- **Improved patient care or public response** - 24/7 call out service



## Our Partners:



## Some of the organisations that rely on us:



For a consultation on how CallCare services could help your organisation please:

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