

Call Care

Shaped Around Your Patients and Clients, Shaped Around You

Contact Management Services

Healthcare & Clinicians



About us

We started as a blue light call handling service over 20 years ago, focused on emergency calls. Now we offer a comprehensive suite of 24/7 omni-channel communication solutions to the health, public and private sectors.

What we offer

CallCare is a trusted outsourced contact centre and customer service provider, offering telephone answering, switchboard, live chat, and customer contact solutions.

For over twenty years we have grown by understanding the needs of our customers and delivering a service, shaped around them and their customers. Businesses and the public sector rely on us to deliver outstanding customer service, first time every time. Our people, processes and systems deliver omni-channel contact

but always with the human touch that our customers, clients and patients need.

When it comes to healthcare, patient and client care should start as soon as someone picks up the phone or sends over an enquiry.

Patients and clients will approach a healthcare practitioner with a health concern or cosmetic query, both emotive issues that demand the highest levels of empathy and customer care.

Did you know that...



Only **71%** of patients describe the experience of making an appointment as "good"

Source - GP Survey



It only takes **1-6** online reviews for potential patients to form an opinion about your practice?

Source - RevLocal

Our clients rely on CallCare to...

- Reduce costs while dealing with growing enquiry volumes effectively around the clock
- Extend their hours of operation, respond to new enquiries and manage appointments
- Increase staff satisfaction and productivity, by relieving pressure and filtering queries



Since we have been using CallCare we have had less complaints and more importantly, less stress for our team, as we trust CallCare will be there for ourselves and our customers when needed. We were missing calls and our average wait time for customers needed to reduce. We now see less complaints and a smooth switchover whenever using CallCare.

Clinical Contact Centre Manager at
The Validium Group





Switchboard Support

Our experienced recruitment team coupled with our rigorous training programme, ensures that our switchboard operators can handle high call and message volumes to stringent quality standards. We will politely filter out any irrelevant enquiries, while signposting genuine callers to the right person within your organisation.

Our skills-based routing matrix ensures that all your enquiries are matched to an experienced healthcare switchboard operator. That means your clients and patients are promptly connected to someone who can deal with their enquiry.

Outsourced Customer Service

Healthcare is becoming an increasingly customer-centric sector. Outsourcing customer service call handling to CallCare ensures the highest level of customer satisfaction at all times.

We provide a cost-effective way to create a significantly expanded patient service team. This means you can reduce your clients' waiting time and offer extended answering hours, both of which have been shown to improve customer satisfaction ratings. Staff are under less pressure and can focus more on what matters most.



Appointment Booking

We can integrate seamlessly with your systems so our operators can create and amend appointments and bookings. Our staff will undergo an extensive tailored training programme to develop a thorough understanding of your processes. We ensure that every enquiry taken and every appointment booked is done to your stringent quality standards.

We have our own in-house IT team who will oversee the integration with your systems to ensure the process is efficient and effective, and that all data is handled safely and securely.

What our customers say



Even under normal circumstances, our reception team manages a high volume of calls on a daily basis but since the start of the coronavirus pandemic our call volumes have increased exponentially. Once news of the vaccine was announced, it became impossible for us to manage the massive influx of calls we were receiving each day.

Being able to set up a dedicated vaccination booking service has not only helped alleviate the pressure on staff but also provided an essential and reliable service for our patients, many of whom are understandably desperate to secure a vaccination appointment. We were happy to appoint CallCare to take on this service on our behalf due to its reputation for customer service excellence in managing NHS helplines, including other COVID response helplines.

**Practice Business Manager at Readesmoor Medical
Group Practice**



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