



CallCare has demonstrated strong data-security policies and a real respect for our confidentiality requirements. The team interacts with our patients diligently and with care, in much the same way as our own staff do.

The partners and senior management within our practice can be confident of a conscientious approach from CallCare and this is reflected in the overall satisfaction level amongst our patients. Our ability to communicate with our team at CallCare in real time through various channels allow us to retain a great deal of oversight and facilitate excellent two-way communication.

- Dr Milan Radia, Beaconsfield Road Medical Centre

## CallCare Health

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## CallCare Health

# GP Reception Call Handling

Innovative | Accessible | Integrated

## Our Service

Recruitment and retention of Reception Staff within Primary Care is now more difficult than ever before. With demand at an all-time high and pressures worsening, running your Reception team can be an extremely costly endeavour in terms of both time and resources. CallCare can help.

Our outsourced Reception service allows you to unburden your practice of the stresses and strains of running your Reception team and frees up your staff to focus on delivery of Patient Care. We can provide a dedicated team of staff for your practice within our contact centre to handle all of your inbound calls and administrative duties. Our teams can reduce your call waiting times, reduce your abandoned call rates and provide your patients with a high-quality, efficient service.

Our aim is happier patients and happier staff within your practice, both benefitting from a highly efficient outsourced Reception service – and we deliver.



## CallCare is Trusted By Our Clients To:

Greatly improve Patient Access and Patient Experience

Handle high volumes of calls efficiently and deliver excellent outcomes for both the practice and its patients

Provide an exception level of service that sets the standard in the healthcare sector

Offer a bespoke service tailored to meet the specific requirements of your practice

## Patient Communication

Your dedicated team can integrate fully with any clinical system that you need them to use, including EMIS and SystmOne. This allows your team to handle enquiries from your patients at the first time of asking, including (but not limited to) booking appointments, handling medication queries, delivery of test results and all associated administrative duties.

## Medical Triage

We can help your practice to deliver an immediate assessment of need at first contact in line with the demands of the 2023/24 GP Contract. Your dedicated team can signpost patients to relevant services within the community to divert enquiries away from your practice where appropriate, whilst managing your clinical capacity and prioritising patients with the most urgent needs.

## Stability and Consistency

CallCare will provide sickness and absence cover as standard, meaning that your staffing levels never drop and your practice provides a stable, consistent service to your patients. This can lead to alleviation of pressures elsewhere in the practice and further along the patient journey. Your practice management team will have peace of mind, never again needing to spend time managing Reception team rotas or arranging cover for absences.



**9 in 10 general practice staff said that they were concerned or very concerned about their practice's ability to deliver the level of care that patients needed\*.**

\*Source: GP Survey 2022

