

Call Care Health



Patient Care Coordination and Triage

A Trusted Partner
in Patient Care

Delivering Expert Patient Support with Compassion and Precision

At CallCare Health, we work as a natural extension of your clinical team. With almost 30 years experience supporting primary care, we advise on the entire patient journey and share proven best practices to drive improvements and efficiencies. We can serve as the first point of contact for all your patients, allowing your team to focus their time and expertise where they are needed most. All patient enquiries are overseen by medically trained staff, including qualified nurses, ensuring every interaction is managed with clinical accuracy, empathy, and professionalism.

By shielding your staff from the brunt of patient frustrations, we help protect their wellbeing and boost morale, creating a more positive and resilient working environment. You can rely on us to deliver the same high standards of care your patients expect from your own team — safeguarding the patient experience while relieving pressure on your frontline staff.

Working in partnership with NHS surgeries to create bespoke solutions, we ensure every patient receives the right care at the right time. Unlike traditional call centres, our Patient Care Coordinators provide an advanced Patient Care Coordinating and Triaging Service (PCCTS), ensuring every patient receives the right care at the right time. We work in direct partnership with NHS surgeries, acting as an integral extension of their team.

Why Us?



Fully NHS Trained Staff

Our team members are trained in SystmOne and EMIS, the two NHS standard operating systems.



Live Patient Record Access

With HSCN connectivity, we operate within live patient records for real-time support.



Custom Care

No scripts. Every decision is guided by extensive training and real-time assessment.



Practice-Integrated Approach

Weekly meetings with Practice Managers and GPs ensure alignment with each surgery's protocols.



A Trusted Partner in Patient Care

Our Services

01

Triage & Care Coordination

Assess patient needs, provide red flag advice, and direct them to the appropriate healthcare professional.



02

Appointment Management

Book and manage doctor, nurse, and specialist appointments, including consultations, physiotherapy, external referrals, and immunisations for children under 18.



03

Medication & Prescription Support

Handle medication queries, provide prescription updates, and support Electronic Prescription Service (EPS) resolution.



04

Test Results & Clinical Documentation

Deliver test results with clinician comments, upload blood forms to ICE within EMIS, and manage patient records accurately.



05

Sensitive & Emergency Support

Handle death notifications with empathy, manage hospital communications, and triage emergencies for appropriate escalation.



System Integrations

Many patients, especially from certain demographics, still feel more comfortable speaking to a real person. This is why we don't fully replace human interaction with AI and most of the technology runs silently in the background. We're seeing more practices adopt both human support and AI to ensure all patients are catered for, regardless of their preference or comfort with technology. While AI has great potential, we recognise it's not a one size fits all solution.

System		Function
EMIS & SystmOne	 connecting healthcare	systmone NHS patient record management
Accurx		Patient communication and triage tool
Docman	 delivering paper free care	Cloud-based document sharing and referrals
E-Consult	 a HUMA company	Online consultation and triage platform
ICE System		Blood form management

We work as an extension of GP practices, ensuring every patient receives expert triaging and support with care, efficiency, and professionalism. By working without scripts and following surgery specific protocols, we deliver a seamless experience tailored to individual patient needs.



Our Technology

Our decades of experience in the healthcare sector have enabled us to develop specialist technology solutions that we use to improve the patient experience. By using technology to assist and not to replace human interaction, we can combine sophisticated AI seamlessly into the patient journey to ensure that every patient is guided quickly, compassionately and accurately to the right information or service.

Conversational AI Assistance

Our platform engages patients in a natural, empathetic way, providing instant responses, guiding them to the right support and creating a personalised experience with every interaction.

Sentiment Analysis

Using advanced emotional intelligence, we can detect urgency, tone and mood, allowing sensitive cases to be prioritised while routine queries are resolved efficiently and with care.

Streamlined Patient Triage

Each interaction is assessed and categorised based on urgency and intent, ensuring critical needs are escalated swiftly to clinical teams, while everyday questions are managed quickly through trusted resources like FAQs and knowledge libraries.



Patient Triage & Care Coordination

Delivering Personalised Healthcare Support

Our experienced Patient Coordinators assess patients' conditions and guide them to the most appropriate care pathway. We work closely with GP surgeries, nurses, and emergency services to ensure swift and accurate decision-making.

What We Do:

- Conduct patient triage and determine the best course of action.
- Direct patients to appropriate healthcare professionals (GPs, nurses, specialists, emergency services).
- Provide red flag advice for symptoms that may indicate serious conditions.
- Follow surgery-specific protocols to ensure accurate and timely triage.



Appointment Management

Seamless Scheduling for Patients

We manage patient appointments across multiple care disciplines, ensuring efficient scheduling for various healthcare needs.

What We Do:

- Book GP, nurse, and specialist appointments.
- Manage face-to-face consultations, telephone appointments, physiotherapy sessions, and external referrals.
- Schedule immunisation appointments for children under 18.
- Arrange nurse appointments for dressings, injections, and smear tests ensuring required blood tests are completed beforehand.



Prescription & Medication Support

Helping Patients Navigate Medication Queries

Our trained team assists patients, pharmacies, and care providers with prescription-related queries, ensuring seamless communication between all parties.

What We Do:

- Handle medication queries from patients, pharmacies, care homes, and carers.
- Provide updates on prescription status, rejections, and required next steps.
- Support Electronic Prescription Service (EPS), providing resolution steps and prescription codes.
- Investigate and resolve missing or delayed prescriptions.



Test Results & Clinical Documentation

Delivering Accurate Information with Care

We ensure patients receive their test results promptly while maintaining compliance with NHS protocols.

What We Do:

- Deliver blood test, CT scan, and X-ray results, explaining clinician comments.
- Upload clinician blood forms onto the ICE system within EMIS.
- Update patient records to ensure accurate and current information is maintained



Emergency & Sensitive Support

Handling Critical Situations with Compassion

Our experienced Patient Coordinators assess patients' conditions and guide them to the most appropriate care pathway. We work closely with GP surgeries, nurses, and emergency services to ensure swift and accurate decision-making.

What We Do:

- Conduct patient triage and determine the best course of action.
- Direct patients to appropriate healthcare professionals (GPs, nurses, specialists, emergency services).
- Provide red flag advice for symptoms that may indicate serious conditions.
- Follow surgery-specific protocols to ensure accurate and timely triage.



FAQs

Q Can you use our phone system or do we have to use yours?

A We can work flexibly with either option — our agents can integrate with your existing phone system or use our own, depending on what best suits your setup.

Q Can you use our EMIS / SystmOne?

A Yes, our agents are fully equipped with smart cards and have up-to-date DBS checks, allowing them to securely access and operate within both EMIS and SystmOne environments.

Q Is it just appointment requests you manage?

A **No, our service extends well beyond appointments and inbound calls. We also:**

- Manage emails from patients
- Conduct coding, searches and recalls
- Update medical records
- Complete tasks assigned by the practice
- Carry out patient triage: assessing patient needs and directing them to the most appropriate level of care, including emergency services (999), GP or nurse consultations, or digital services
- Communicate results (blood/urine) under professional oversight
- Handle repeat prescription management by clinical guidance
- Provide patient assessment and guidance using established clinical protocols

FAQs

Q Can I keep some of my own team?

A Absolutely. Our hybrid model is designed to work seamlessly alongside your existing staff. We handle the majority of patient contact, allowing your team to focus on more important clinical tasks.

Q Why shouldn't I just use the new AI solutions?

A While AI has great potential, it's not a one-size-fits-all solution. Many patients - especially from certain demographics - still feel more comfortable speaking to a real person. We're seeing more practices adopt both human support and AI to ensure all patients are catered for, regardless of their preference or comfort with technology.



Readesmoor Medical Group Practice provides Primary Care services as part of the NHS.

The Challenge

Readesmoor initially made contact with CallCare Health for support in the rollout of the Pfizer vaccine. Their call volumes had become impossible to manage themselves and they needed a solution to manage the booking of appointments for the COVID-19 vaccines with a credible trusted supplier, with previous experience working with the NHS.

The Outcome

CallCare Health were able to provide a dedicated team and be up and running in a matter of days, seamlessly transferring Readesmoor vaccination booking calls over to the CallCare team on hand. CallCare managed the inbound calls, working on a first come first serve basis, booking Readesmoor's available appointment slots, and also provided an outbound service to prioritise the booking of elderly and vulnerable patients and ensure they were booked in for the first wave of available vaccines.

2 appointments per 975 vaccines were booked 21 days apart for each patient and an SMS solution was implemented to communicate and confirm appointments. CallCare were also able to provide messaging inline with the practices developing response via SMS and recorded message updates on the booking line, enabling the signposting and streamlining of patients.

Once appointments had started to fill up, Readesmoor were told the vaccines would not arrive in time and used CallCare to successfully move 400 patients into alternative appointment slots.

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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.

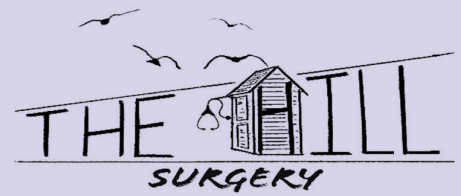
Being able to set up a dedicated vaccination booking service has not only helped alleviate the pressure on staff but also provides an essential and reliable service for our patients, many of whom are understandably desperate to secure a vaccination appointment. We were happy to appoint CallCare to take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

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Lysa Hasler

Practice Business Manager

Case Studies



Beaconsfield Road Surgery is a practice with 4 GPs serving 10,400 patients. Based over two sites, the practice had a busy reception team that was often overwhelmed by the sheer volume of inbound calls prior to the current partnership with CallCare Health.

The Challenge

With pressures on Primary Care worsening and demand increasing rapidly, the Reception team at Beaconsfield Road Surgery struggled to cope. Patients became frustrated, and even abusive, with increasing wait times and the number of abandoned calls had become excessive. This was exacerbating pressures on the practice as a whole, straining the relationship with the patient base and creating difficult working conditions for both clinical and non-clinical staff alike.

The Outcome

Drawing on almost 25 years of experience working with the NHS and Public Health England, CallCare Health created a specialised and bespoke outsourcing solution devised specifically for GP Reception Services. Our ability to integrate with clinical systems such as EMIS, SystmOne and VISION allows us to take full control of the Reception Service, unburdening the practice of ringing phones and the stress of managing a now untenable situation. CallCare Health immediately began to improve the call stats on this line, reducing the average wait time by 34%. CallCare Health also reduced the abandonment rate by 70%, meaning that far fewer patients needed to make repeated calls in order to speak to a Receptionist.

Improving those two metrics helped to reduce the average talk time, with fewer patients expressing frustration or complaining. The overall improvement led to greater efficiency, with fewer staff now needed to manage the overall workload.

With the partnership between Beaconsfield Road Surgery and CallCare Health delivering excellent results for both the practice and the patients, Beaconsfield Road Surgery developed the service further and outsourced more complex queries, involving, for example, medication, or results information. The team at CallCare Health now manages simple medication queries relating to drug administration, in addition to advising patients, of their reported tests, including urine, blood tests, CT scans, and any other duties as needed. Further development is planned for the future, with the practice's routine appointment booking line likely to move to CallCare Health. It is anticipated that the team will manage bookings for all routine issues, including but not limited to smears, blood pressure readings, all chronic disease reviews, and arrange appointments for dressing changes for patients with cuts and wounds.

The partnership continues to grow and it is expected that CallCare Health will deliver a strong performance across all metrics on behalf of the practice and its patients. Beaconsfield Road Surgery initially tasked CallCare Health with managing their same-day appointments line, a particularly busy line that involves handling an influx of calls in the morning before navigating disappointment and frustration amongst patients who weren't able to book an appointment.



Practice Index Approved Supplier: Streamlined Call Handling for GP Practices

As a Practice Index Approved Supplier, we offer specialised call handling solutions to seamlessly integrate with your GP practice, enhancing efficiency and patient satisfaction.

Morning/All-Day Support: Manage peak call volumes and staff absences with expert call navigation and message taking.

System Integration: EMIS/SystmOne proficiency with Smart Card access for seamless workflow.

Outbound Clinic Filling: Optimise clinic bookings (flu drives, etc.) to meet QOF targets.

Key Benefits: Reduced wait times, efficient workload management, enhanced patient satisfaction.

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We use CallCare Health to handle our morning rush to free up time for our admin team in the mornings. We have found them incredibly responsive and provide excellent customer service to our patients. Highly Recommend - They are an important part of our team.

Louise

Practice Manager

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“

Responsive, call handling customer services are excellent with a very good patient satisfaction level, always looking to improve and to work with practice processes as wider team members. I would definitely recommend CallCare Health.

Dr. Chieng

General Practitioner

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Call Care Health



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