



Clinical Integration Software for all of your team

How CallConnect GP benefits your practice and improves efficiency for staff and patients



GP RECEPTIONIST

"The CCGP dashboard ensures that when we answer calls, it is simple to identify the patient and immediately select them in our clinical system. The additional CCGP information and prompts mean that we can give the best possible personalised service to patients and complete priority tasks whilst we have the patient available. Accurately capturing new numbers is so easy and we know this makes such a difference to all communication with the patient."

ADMIN / BACK OFFICE

"We mainly use CCGP for click-to-dial and its directory, but recognising inbound callers is also helpful. The TaskBuster is great for patient recalls as it really automates the process and prompts us if the inbound caller is a contact on our task list."


CLINICIAN - GP / NURSE

"With click-to-dial, I am able to quickly contact patients that are expecting a call. CCGP has eliminated failed telephone encounters by capturing new numbers, which some of our patients seem to change on a regular basis. The CCGP Practice Wide Directory is also really useful to search, call non-patients and make notes."

PATIENTS

"Our immediate surgery has invested in technology to quickly deal with my call, and as a patient, I am delighted. They even recognise when my daughter rings on my behalf without her having to keep explaining she is authorised to discuss my care!"





Call Connect GP is an innovative middleware software solution, providing enhanced clinical system integration linking intelligently with the Ericsson-LG telephone platform to make telephone and SMS interaction with Patients as operationally efficient, productive and clinically effective as possible.

What will CallConnect GP do for you?

- An intelligent window pops up on screen that matches the caller's number with patient information when calls are answered, allowing call handlers to quickly select the patient in the clinical system and typically saving **12 seconds per call**
- Seamlessly and accurately **capture any new number** from which a patient calls and add to the Clinical System ensuring all activities that rely on up to date numbers are more efficient (such as SMS messaging solutions)
- **Immediately see notes and alert information** from the Clinical System that may affect how the call is handled
- **Identify “priority” tasks and alerts** that need to be actioned as part of the call, improving clinical outcomes and practice income
- **Recognise known non-patients** (such as Pharmacies, Hospitals, etc...) and add new numbers to the central Practice directory
- **Automatically connect outbound calls** with click to dial from the clinical system or anywhere else on the PC

15,000

Desktops with
CCGP user
interface

7,600

Hours saved per
month

430,000

New numbers
captured per
year

Call Connect GP Task Buster Overview

Along with normal recalls and tasks, COVID and Flu vaccinations have substantially increased the numbers of patients GP practices are targeting for outbound contact.

CCGP TaskBuster combines an outbound group contact utility linked to CCGP Priority Incoming Alerts to provide a fully joined up solution with all activity recorded in an audit trail.

Benefits Overview



Improve patient communications

- CCGP accurately captures mobile and landline numbers
- Improves the effectiveness of SMS communication for vaccination programmes and appointment reminders
- Avoids failed telephone triage and video consultation calls due to incorrect numbers



Save time

- Quickly identify caller with their patient record
- Identify other patients in household numbers and calls from carers
- Deal with priority on inbound calls
- Click-to-dial from the patient record or anywhere on the screen



Future Proof - ready for initiatives now!

- CCGP can help drive patients from calling the practice to adopting digital first
- Initiatives such as NHS App, Patient Access, SystemOnline & eConsult
- CCGP is ready to support multiple clinical system working, call centres, hubs, signposting and ICS Initiatives and Integrated Care



Improve patient experience

- CCGP supports staff deliver better experience to patients
- Ensures the reception team have all relevant information to hand to personalise the dealing with the patient
- CCGP contributes to patient care through easier clinical system access and better information sharing.



Maximise practice income

- More targeted activities QoF and Enhanced Service activities are successfully delivered improving clinical outcomes
- CCGP is the new tool to save your practice time and maximising your practice income





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