

Case Study: West End Medical Practice

West End Medical Practice didn't have time for a complicated telecoms provider switchover; luckily VTSL made it easy

About West End Medical Practice

West End Medical Practice is a full service facility comprised of 6 partners in a purpose designed medical centre in Edinburgh. As a busy surgery with a full patient list and over 20 members of staff, West End Medical Practice needed a telephone system that could be implemented easily, that the team would enjoy using, and that had all the functionality required to deliver first-rate care and patient access.

Specifically, West End Medical Practice need a system with the following qualities:

- **Easy installation** and transition process
- Keep **phone numbers**
- Cloud-based call queuing **auto-attendant**
- **Web portal** for system changes
- **Out of hours** messages
- Advanced **call routing** and call groups
- Easy for staff to understand
- **Intuitive phones**
- Wouldn't require on-premise phone lines / hardware / PBX
- Friendly, knowledgeable **customer support**

Easy transition to VTSL

West End Medical Practice's first priority is patients—ensuring they have the access they need to attain the medical attention they deserve. Because most patients call the surgery to book appointments, get repeat subscriptions and ask for advice, West End's phone system is of critical importance. It needed to remain up and running while switching providers. It also needed to be easy to understand, simple to deal with, and extremely secure and reliable.

VTSL delivered in all of these areas. Because VTSL's system is cloud-based, West End didn't have to deal with a complicated installation or an onsite hardware such as a PBX. Plus, because VTSL delivers telephony to the practice as a fully-supported service, VTSL took care of everything from installation to set-up to training.

Staff happy, patients well served

VTSL managed the entire set-up and installation process, including the porting of existing numbers. VTSL ensured that phone lines were working as normal during the switchover, with no downtime. The West End team received user training from a friendly VTSL engineer on how to use the phones, and everything was working from day one. Thanks to the simplicity of set-up, ease of use, and overall flexibility of the system, West End Medical Practice now have the tools they need to worry less about patient access and more about what matters most.

"We are really pleased at how easy it was to switch over and very happy with our new system."

- Maggie Tennant, Practice Manager