

# CASE STUDY

GP CLOUD VOICE®

ENABLES WORKING AT SCALE



## ABOUT KINGSTON CHAMBERS

Kingston Chambers is a federation representing 24 practices in Kingston. They needed a telephony system that would allow each practice to retain their independence, whilst delivering the benefits of working at scale: enhancing the patient experience, increasing productivity and improving their bottom line.

## WHAT WAS NEEDED

Kingston had a wide range of key requirements, including:

**Scalable:** Ability to add practices as and when their existing contracts end

**Flexible** approach to contracts, and pricing to suit each practice

**Helpful, speedy & personal** 24 / 7 support

**Easy to make changes**, both at a practice level and at a federation / PCN level

**Modern functionality**, including remote / home working solutions

**Independence:** Connect all the practices whilst retaining their independence

**Billing:** Each practice receives their own bill

## VTSL'S SOLUTION: GP CLOUD VOICE®

VTSL was the only provider to meet all of Kingston's requirements. With VTSL's GP Cloud Voice®, each practice can upgrade their system when they are ready, work as independently as they like, and function at scale more efficiently.

Below are specific ways that having a unified telecoms system improved the patient experience whilst saving money.

### Extended hours service

Kingston opens one site for extended hours, saving lots of money compared to opening several. Calls are automatically routed to whichever site is open.

### Reducing staff costs

PCN's can hire staff (eg. physio's & pharmacists) and share the cost. A unified phone system makes them accessible whichever site they're working from.

### Home / remote working

Practices can use their phone system from home, or other sites, adding a new layer of resiliency that wasn't possible before

**With GP Cloud Voice® from VTSL, Kingston Chambers was able to improve patient access, save money, and future proof their communications system.**

"VTSL are always responsive and accommodating, and are able to provide us with the flexibility we need"

- Jackie McKenna, Kingston Chambers