

GP Practice Solutions

Increase efficiency and patient satisfaction with VTSL's hosted VoIP system

GP Practices face the challenge of answering incoming calls quickly, particularly in the morning when call volumes are high. With VTSL's cloud-based call queuing, this issue is dealt with in the most technologically advanced way—maximising resources and increasing patient satisfaction.

"We at Pastures Way Surgery are very pleased with the new telephone system and the aftersales service you have provided for us. Choosing the phone system was made easy with comprehensive pre-sales information. In practice we have found the system easy to use. The audits of calls are useful for us to reflect on staffing levels and performance at different times of the day."

Experts in GP Practice Phone Systems

VTSL has over 9 years of experience providing GP Practices with phone systems designed specifically to meet the needs and pressures they face at a price they can afford. Specific elements of the VTSL solution include:

Wallboard: Wallboard provides a real-time insight into the call volumes GP reception staff are handling including number of patients waiting to be answered, average wait time, average talk time, the number of abandoned calls etc.

Call Queuing: VTSL delivers a call queuing service that has no set-up charges, no maintenance charges and is delivered at a price point that is 85% lower than traditional call queuing. Calls are delivered to reception in a first-in first-out methodology. Patients are informed of their place in the queue and a recording can play music, messages about the surgery or health notices.

Call Reporting: One of the biggest issues practices face is understanding how their phone system is being utilised and measuring its performance over time. VTSL delivers this functionality as part of the service, at no extra cost.

Access to Additional Features: GP practices have access to a range of hosted services that can be activated (or deactivated) based on the needs of the practice, with no minimum term for activating these services or penalties for changing or deactivating.

Fully Managed Service: Practice managers have a very heavy workload that is compounded if they need to speak to multiple organisations to change part of their telephone system or resolve an issue. VTSL simplifies this by providing a single point of contact for the ongoing support of the system.

To learn more visit our website or chat with one of our advisors

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Why VTSL

- We offer a complete solution: full featured telephony and connectivity
- VTSL is not a reseller, we are a telecoms carrier with our own first-rate infrastructure
- We have in-house programmers that automatically update your system
- Choose from the full range of industry leading Mitel phones
- We are the only UK provider to use the award-winning Silhouette platform
- Enjoy 24 / 7 technical assistance from our London-based engineers, not a call-centre
- VTSL Customer Support will make changes for you (if you don't want to use the Web Portal)
- We have made a multi-million pound investment into the best systems, hardware and data centres
- VTSL is an established business with over 9 years of experience in VoIP
- VTSL has a long track record of incredibly satisfied customers
- VTSL network connectivity (PAN or Ethernet) guarantees voice quality

Our Experience

VTSL has been working and collaborating directly with GP Practice managers, Primary Care trusts and more recently, Clinical Commissioning Groups (CCGs) in Greater London, Luton and Bedfordshire since our inception. This knowledge has enabled us to develop a deep understanding of the unique telephony challenges facing GP practices. VTSL's success with GP Practices is in part based on translating this understanding into a cost-effective, easy-to-use service but also because we have proven ourselves to be a reliable provider with lasting integrity and unparalleled support.

How it Works

We make setting up your new phone system virtually effortless. There is no on-site equipment to install or maintain. All you do is follow these easy steps:

1. Talk to our GP Practice expert to receive a proposal or quote based on your exact needs
2. Choose phones and features, and sign up
3. VTSL activates your account and ports your numbers over
4. VTSL sends an engineer to install your phones and train your team on how to use the features

To learn more visit our website
or chat with one of our advisors on **020 7078 3200**