

GP CLOUD VOICE®

TRANSFORM YOUR SURGERY:
SMARTER WORKING
EASY INTEGRATIONS
A BETTER PATIENT EXPERIENCE





Designed by GPs like you

In what has been known as a sector traditionally slow to change, GPs across the UK defied all expectations as they transitioned to working from home in a matter of days at the start of the COVID-19 pandemic.

But while some surgeries had to scramble around to figure out how to enable flexible working technology, VTSL's GP clients already had that ability, ready to be activated in a matter of minutes. Using the VTSL web portal, which is accessible from anywhere, Practice Managers were able to transition to a surgery in which everyone worked from home overnight. They didn't need to call an IT department or incur any costs. Nor did they have to relay instructions to a third party about what they needed.

The ability to work from home is just one of the ways VTSL enables GPs to do more. GPs face a long list of challenges, and VTSL's GP Cloud Voice® is designed to address the big ones, and the small ones - now and in the future.

VTSL had input from GP practice managers, administrators, practitioners, CCG & Federations in designing many of the features in GP Cloud Voice, making it uniquely suited to help you.

"We pride ourselves on staying up to date with what GPs need - continuously getting their feedback and incorporating it into our product development."

- Robert Walton, CEO

Our goal was to create a system that is as simple to use as it is effective, as powerful as it is user-friendly. And we hope you agree, that is GP Cloud Voice®.

TRANSFORMATIONAL BENEFITS

With GP Cloud Voice®, practices of any size are able to handle inbound calls efficiently, provide accurate messaging to patients and streamlining all methods of inbound communication

1

Patient Access

2

Productivity Management

Managers are able to improve the efficiency and quality of work of their team, as well as to help educate patients on the best times and means of contacting the surgery

Automate tasks such as looking up records, dialling patients and booking appointments. Clinical systems integrations quicken interactions for patients, whilst freeing up time for staff

3

Integrations

4

Flexible Working

Allow doctors, receptionists and other surgery staff to work from home and use their mobile just like their office phone. Desk phones can also be set up at home to function exactly like work phones

VTSL can connect you to the HSCN, if you aren't already. We will also manage your network fully, ensuring you receive first rate support and voice services

5

Network Management

6

Financial Security

We enable practices to upgrade their technology without large upfront costs, and choose a financial model that suits them. Furthermore, VTSL's financial flexibility allows for adjustments in the future that may result from changing budgets

Key Features



CLOUD CALL QUEUING

Calls are delivered to available staff on a first-in, first-out basis. Callers are notified of their position in the queue. Music, information or notices can be played to them while they wait. There are no queue number limits.



CLINICAL SYSTEMS INTEGRATION

Clinical integrations, such as VTSL-EMIS integration make life easier for staff and reduce administrative time. Record keeping happens automatically and receptionists can click to dial.



ANALYTICS

A user-friendly application in the online portal that shows call data. Identify who picks up the call most quickly, the busiest call times, who is on the phone the most often and more. Analytics helps management increase productivity and allocate resources more effectively.



WORK-FROM-HOME

Allow staff to work from home using one of VTSL's flexible working options: mobile twinning, teleworker or our soft client. Even receptionists can work easily from home - just as if they were in the surgery.



UNLIMITED AUTO-ATTENDANTS

This is an automated menu that allows callers to select different options, ensuring calls reach the appropriate person without using valuable resource. Auto attendants are easily changed in the online portal.



ONLINE PORTAL

VTSL's online portal allows Practice Managers and other administrative staff to control all elements of the surgery's phone system. Change call routing, add users, replace on hold-music and more.



CALL RECORDING

Set up automatic recordings for one or multiple users with the click of a button, or record all inbound calls from a particular number. Recorded calls are saved in call logs and can be played back any time, easily in the web portal or downloaded and saved / emailed.



WHAT MAKES US DIFFERENT

Product innovation

VTSL has in-house developers so that we can continually offer the most innovative technology and communications solutions. We focus on creating unique features that solve problems for our customers, and we work hard to ensure they are the best on the market.

Quality

VTSL customers benefit from using one of the most successful voice platforms in the world, Silhouette. Millions of pounds are spent on developing and supporting Silhouette and all its applications, ensuring that it will be at the forefront of technology for years to come.

People

A huge amount of attention and focus goes into recruiting and retaining the best people. We invest generously in staff benefits, monthly customer service competitions, tailored training and flexible working practices.

Customer service obsession

We are constantly asking ourselves how we can do better: how we can be more responsive and how we can make life better for our customers. Everything we do is focused on this. We have invested in the best systems to manage the entire customer journey as well as become ISO 9001 and 27001 certified to ensure our quality and security is continually assessed.

CONTACT US TODAY

VTSL Ltd
GP Cloud Voice®
info@vtsl.net
+44 20 7078 3200
www.vtsl.net
5 Nickols Walk, London, SW18 1BZ, United Kingdom

