

DATA SHEET

The ultimate cloud based telephony solution designed for GPs and medical centres

delivering better patient experiences and simplifies and enhances practice operations.



90% of patients use the phone to access primary care so it is essential that GP surgeries have the right telephone system in place to ensure that they are delivering their contracted services to patients. Legacy systems may not offer the capacity or flexibility to service high and peak patient demands and the increase in telephone patient consultations and employee flexible working, due to the Covid-19 pandemic, has further highlighted the limitations in these legacy telephone systems.

GP Voice is an affordable cloud-based patient engagement platform that simplifies and enhances your patient communication. It offers the ideal combination of powerful, yet intuitive call handling and recording, automated appointment setting and a wealth of management information. Unlike most telephony solutions GP Voice provides an easy to use, self-service feature set that's compatible with a broad range of handsets, supports any internet browser to enable the use of softphones and allows receptionists to work from anywhere on any device.

Patients benefit from:

Reduced call waiting times

Appointment self-management

Improved continuity of care

Surgeries benefit from:

Supports flexible working
including remote, home and hub working

Supports the demand for the growth
in patient telephone consultations

Improved CQC standards

Key Features include:

- Easy to implement call flows unique to your practice requirements.
- Simple to use interface.
- IVR (interactive voice recognition) self service
- SMS reminders
- Intelligent Queuing System “Queuesmart”
- Dynamic skills-based routing
- VIP and vulnerable patient routing
- Real time wallboards and live data
- Call recording and interaction history stored within the CRM
- Comprehensive reporting tools
- Full Integration with clinical systems EMIS and SystmOne
- Access from anywhere at anytime with an easy to use admin portal
- Secure and scalable with ongoing costs savings as no hardware is required
- Predesigned continuity and disaster recovery plans
- Advanced features that meet the requirements of NHSE
- 24/7 reliable service and support team.



Wavenet vast Healthcare Experience

As one of the UK's leading providers of telephony and communication services in the primary care sector Wavenet already supports over 800 NHS organisations including Trusts and GP surgeries, maintaining vital links between staff and patients. Wavenet has been approved by the NHS “Better Purchasing Framework” as an accredited provider of advanced cloud-based GP telephone solutions provider.

Transform your communication with patients and improve call handling, surgery efficiency and patient satisfaction with GP Voice from Wavenet.

Let's talk **0121 812 0171**