



SURGERY LINE

the enhanced access solution

Surgery Line part of



Daisy Group plc

1 in 5 doctors' surgeries in England use enhanced telephony to deliver a better service for patients. We're one of them. And the number is growing all the time as more and more GPs come to realise the better services they deliver for patients.

Why do we choose a better telephone system for our patients?

- ✓ So you can contact us more easily and more conveniently
- ✓ So you don't constantly get the engaged tone when you need to get through
- ✓ So we can deliver targeted health information to you when you need it, for example, information about arrangements for flu injections
- ✓ So we can better organise the way our staff are able to deliver support services, to work more efficiently and effectively

The Government's Patient Survey confirms that the type of enhanced telephone system we use delivers better results for patients compared with a normal landline:

- ✓ Patients at surgeries using enhanced telephony find it twice as easy to get through to the surgery on the phone
- ✓ Patients at surgeries using enhanced telephony find it more than twice as easy to speak to a doctor on the phone
- ✓ Patients at surgeries using enhanced telephony find it 3 times as easy to get test results on the phone
- ✓ More than 9 out of 10 patients at surgeries using enhanced telephony get test results easily on the phone, compared with 1 in 3 nationally

You may notice that we use a number beginning 084. Some people mistakenly believe that these numbers always cost more for people to phone.

This isn't true. We'd like to reassure you:

- ✓ Our telephone supplier has reassured us that they are fully satisfied Surgery Line is compliant with the DoH Regulations, and with associated guidance on the Regulations from the BMA
- ✓ We have reviewed our telephone arrangements and confirmed with our supplier that patients calling the surgery from a BT landline pay no more to call us than if we used a local or 03 number. In some cases, it is actually cheaper for BT customers to call our 084 number than a local or 03 number
- ✓ The cost of calling any number from a mobile or operators other than BT is unregulated and can be changed repeatedly and at a moment's notice by any one of the myriad telephony providers in the UK, offering hundreds of different tariffs. Therefore we cannot guarantee the cost for customers of these companies and we advise you to check you are happy with your own provider's terms and conditions.

If you have any questions about our enhanced telephony service, we would be happy to answer them.