



Industry

Healthcare

Customer

Maples Medical Centre

<http://www.themaplesmc.co.uk>

Challenge

A medium-sized GP practice with 2 sites, 6 GPs and 8,500 registered patients. Telephone triage is used to manage appointments and patient care, so an accurate database of contact details is crucial but was proving hard to maintain.

Solution

PatientConnect from Oak is a contact management system that enables healthcare providers to:

1. Quickly identify patients over the phone.
2. Provide a more professional service and a better patient experience.
3. Keep patient records up to date by verifying phone numbers and adding notes.
4. Capture new phone numbers.
5. Improve the productivity of both administrative and clinical staff.
6. Support QOF and LES targets with alerts.
7. Manage chronic conditions and preventative care more effectively.
8. Get in touch fast through SMS, email and click-to-dial.

Maples Medical Centre

The Maples Medical Centre is a busy surgery offering a wide range of healthcare services in Manchester. Six GP's working across two sites serve 8,500 registered patients.

The Challenge

Like many GP practices today, Maples Medical Centre manages all appointments using a telephone triage system to assess if and when a patient needs to see one of their doctors or nurses. This makes access to accurate and current contact details absolutely crucial to the smooth running of the practice and in providing the best patient care... but with a significant number of patients frequently changing their mobile numbers, it was proving a challenge to manage.

The Solution

Practice partner GP Dr Peter Fink decided to investigate possible solutions that would work hand in hand with their EMIS Web patient management system, and discovered PatientConnect from Oak.

“ I saw at once that PatientConnect was exactly what we needed to make our patient care much more efficient. ”

Dr Peter Fink
GP and Practice Partner

ideas that change everything

Oak 
innovation

The Result

“PatientConnect has made a huge difference to the efficiency and quality of service we provide.”

With PatientConnect, I simply copy the number on my screen, choose click-to-dial, and wait for the patient to answer.

“Thanks to the system’s ability to capture new numbers and verify existing ones in our EMIS database, our reception staff find it much easier to keep up to speed. Some of younger patients in particular change mobile numbers on a regular basis; which meant when it was impossible to contact them quickly when we needed to. Now when a patient calls in on a new number, the PatientConnect flags it as such, and our staff simply click to add it to the patient record.

Apart from making phone triage more straightforward, having correct mobile numbers has made SMS a much more powerful tool. We use it to send out appointment reminders and recalls for further investigation, or just to leave a message if a patient hasn’t answered their phone. For us, SMS isn’t a ‘nice to have’, but often the best way of getting hold of someone; important recall letters sent to patients are often thrown away unopened as the patient doesn’t realise they’re from us and rejects them as junk mail. In contrast, people read and often respond to a text straightaway.

PatientConnect has also removed the frustration of misdialling numbers. When I was trying to call 30 or 40 patients in a morning, wanting to give each person the care and attention they needed, dialling the odd wrong digit here and there quickly added up to a waste of valuable time. With PatientConnect, I simply copy the number on my screen, choose click-to-dial, and wait for the patient to answer.

PatientConnect really does make a challenging job an easier one, saving time and frustration, and helping us to provide the best possible patient care. I regularly recommend it to fellow GPs on social media who are facing the same issues.”

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Dr Peter Fink
GP and Practice Partner

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