

## **We're Upgrading Our Telephone System to Surgery Connect!**

At The Lennard Surgery, we're committed to providing you with high-quality care and service at every step. That's why we're excited to announce the upgrade of our telephone system to **Surgery Connect**! This new system is specifically designed for medical practices, allowing us to offer you a more efficient and accessible experience.

We understand that contacting your GP can sometimes be challenging, especially during busy periods. With Surgery Connect, we aim to enhance the way you interact with our practice, ensuring quicker responses and a more streamlined process for managing your health needs.

### **What Does This Mean for You?**

#### **1. Reduced Waiting Times**

Surgery Connect enables us to better manage incoming calls, ensuring that more of your calls are answered faster. With advanced queuing and call distribution features, our team can help you more quickly and efficiently.

#### **2. Call Back Feature**

No more waiting on hold! Surgery Connect allows you to request a call back when it's your turn, so you can carry on with your day and receive a call from us as soon as a team member is available. You will still retain your place in the queue. If you happen to miss the call back and then return our call, Surgery Connect will recognise your number and prioritise answering your call. If you call from a withheld number this feature will not be available for you.

#### **3. Easy Appointment Check and Cancel Options**

Surgery Connect lets you easily check or cancel upcoming appointments without needing to speak directly to a receptionist. This self-service option, available 24/7, helps you manage your appointments at your convenience and opens up availability for other patients if you need to reschedule.

#### **4. Enhanced Security and Compliance**

Surgery Connect meets high standards of data security and confidentiality, fully supporting the NHS guidelines. This ensures that your information is handled with the utmost care and in full compliance with patient confidentiality standards.

#### **5. Better Appointment Management**

With Surgery Connect's integration capabilities, our staff can quickly access your appointment details, book, reschedule, or confirm appointments while on the call, helping you manage your healthcare schedule seamlessly.

### **What's next...**

We will be changing over on the 15<sup>th</sup> of November 2024. There should be no change to the services, and you will still be able to contact us if needed.