

Clevelands Medical Centre



Thanks to our new cloud-hosted telephone solution, Cheltenham Medical Centre's call-answering statistics have drastically improved.

Location: Cheltenham | **Number of users:** 45

The project

With an exceptional team of doctors, nurses, administrative staff and other medical professionals, Clevelands Medical Centre prides itself on providing the highest standard of care to its patients, families and carers.

The surgery was moving into its new purpose-built medical centre. However, its telephony services at their existing site were inadequate. The practice manager wanted a solution that would be capable of dealing with high volumes of calls from their growing patient list whilst additionally keeping costs low. That's where we stepped in.

The solution

Ideal for the requirements of a busy GP surgery, we provided a Gamma Horizon telephone system that is feature-rich and also very cost-effective.

On top of this, there was no upfront capital required, as Gamma Horizon is paid for on a per-user, per-month basis. These payments include all line rental, support and upgrade costs.

The result

Since opening the surgery and using the new telephone system, Clevelands' call-answering statistics have drastically improved. The surgery is now primed to grow their patient list to 15,000!

"Our whole relocation had many challenges and problems. One of the only aspects which went really well was the installation of our phone system. This was thanks to the meticulous project management and support which they provided."

Richard Vakis-Lowe, Practice Manager



**Clevelands
Medical Centre**