

Upperthorpe & Ecclesall Medical Centre



Focus Group's data and technology leads to significantly enhanced service delivery operations for Upperthorpe & Ecclesall Medical Centre.

Location: Sheffield

The project

Upperthorpe & Ecclesall Medical Centre faced significant challenges with their outdated telephony and patient management system. It couldn't provide actionable data, which made it impossible for the practice to redesign its operations around patient access needs.

Without the ability to generate insights, the practice could not identify or address key issues affecting patient access and satisfaction. On top of this, any system changes required external intervention from the supplier, which limited the practice's control and flexibility.

This lack of data and control meant the practice struggled to efficiently manage patient interactions and meet growing demand.

The solution

To tackle these challenges, Upperthorpe & Ecclesall Medical Centre implemented Think Healthcare's NHS-specific cloud telephony system and Virtual Care Navigator (VCN). This innovative approach enabled the practice to redesign its operations based on real patient access data, enhancing both patient experience and operational efficiency.

The VCN allows patients to book, check, and cancel appointments, order repeat prescriptions, and access essential services via phone. Integrated with clinical systems, VCN supports multiple languages and boosts patient satisfaction. The cloud telephony system, with features like auto-callback, dynamic call routing, and advanced analytics, ensures efficient communication, prioritises vulnerable patients, and empowers staff through extensive training.

The result

Our solution for Upperthorpe & Ecclesall Medical Centre has achieved a 92% patient satisfaction rate, significantly improving access and service quality.

Automation of prescription processes has reduced call volumes by 30%, with the VCN handling a third of daily calls, allowing receptionists to focus on complex tasks.

With an 80% triage form completion rate, call queues decreased, enabling the reallocation of 3.5 FTE funding to clinical care, increasing appointment availability. Customised configurations have reduced digital exclusion and addressed access inequalities, enhancing services for diverse patient needs.

"For the elderly, to be able to order their medication on the phone, it has given them their autonomy back. They can look after themselves, and that's absolutely fantastic."

Alex, Business Manager



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