

Solution description –

GP Voice by Wavenet is the ultimate telephony solution for GPs and medical centres designed and built on our experience of Primary Care requirements. The state of the art cloud based system delivers improved patient experiences, simplified practice management and delivers operational efficiencies around increased security, reduced training requirements, and easy administration.

GP Voice enables every member of the practice to work efficiently, giving users confidence to take and receive calls from patients anywhere on PC, Mobile Application or Handset/Headset and provide quick accurate information from the integration from EMIS or SystmOne. GPs can customise many elements of the telephony system from call queues, announcements and what happens when a patient can't get hold of you.

The platform won't let you down, it's based on highly available data centres and has an excellent SLAs that gives GPs reassurance.

GP Voice by Wavenet, is scalable, provides cost savings, has advanced features that meet the requirements of NHSE, is easy to manage and is easy to buy. No complicated quotes or bills.

Key Features –

- Easy to use, easy to administer cloud based solution
- Powerful Queue and Call Back features with Timeslot selection
- Maximise QoF & Enhanced Services
- Scalable Capacity and Reduces Call Handling times to help avoid the 8am Rush
- Prioritise and route users such as palliative care patients, Patient Alerts
- Enhanced call reporting and wallboards helping improve patient experience and practice management
- Call recording to assist training and complaint resolution
- Basic and Enhanced Clinical Integration options, Click To Dial from Patient Record and more

Interoperability –

GP Voice has specific integrations with both SystmOne and EMIS. There is a full user variant which will offer clinical and task alerts, speed up patient recognition, automate inbound and outbound tasks, prompt receptionists to capture information and many more features.

There is also a basic licence available to offer click to dial for service users that don't handle inbound traffic.

Implementation –

Each customer is assigned a Prince 2 qualified project manager. Pre implementation meetings are then held between the projects team and stakeholders where system requirements, timescales, training delivery and all aspects are discussed and mapped out. Timescales vary based on a number of variables that may apply to each project. For example, size and scope, any connectivity required, any infrastructure required and involvement from local IT.

Once a project is complete, your account manager will ensure end user satisfaction prior to being passed over to service for ongoing support. Training delivery is discussed at PM stage. The size and complexity of any solution determines the training requirement for each case. Additional training can be purchased at any point as we employ our own trainers rather than use 3rd parties.

Service Level Agreements –

Our Service and support team are available 24 x7x365

As standard, we offer a 4 hour response to a critical fault and an 8 hour response to a non critical fault. Our average rectification time is actually far quicker than our response times.

.A full list of SLAs on connectivity products will be published as they vary depending on the product.

Service team can be contacted on service@wavenetuk.com or 01953 713300.

Your account manager will have accountability for all service you receive both pre, during and after implementation. A full list of escalation contact details will also be published