Daisy Patient Line

Daisy Patient Line provides strategic telecom solutions for ICBs, PCNs and GP practices across the UK, facilitating improved efficiency and a smoother patient experience. We pride ourselves on our patient access solutions, which Gives you complete control over your telephony, identify vulnerable patients for priority access, provide automated front-of-queue call-back and integrate telephone and clinical systems.

The scale of Daisy Patient Line:
- 24/7 365 days a year support
- Dedicated Healthcare Centre of Excellence
- Dedicated Account Manager, Service Team and in-house Engineering Team
- Support 180,000 customers with 18,000 x 5 Star Trustpilot reviews, rated number 1 on Practice Index
- Trusted partner to 60 NHS Trusts

Key Features

- Unlimited lines for outbound dialling
- Manage demand. Utilises digital first initiatives with call queues, call back and call slots
- Call handling efficiency. See who is logged in and available. No lost in system calls
- Create scripts to help team members to make the most of each call
- Vulnerable patients can be transferred to the front of the queue for priority answering

- Real Time Metrics - Live wallboards, call log reports, threshold alerts, patient queue tolerance limits
- Cloud based call recording
- Remote working mobile apps & laptop softphones (display surgery phone number)
- System controlled via online portal, make changes quickly and easily
- Work across PCNs with ease using multiple clinical system integrations

Interoperability – EMIS / SystmOne / Vision

- Reduces call handling times: Intelligent Screen Pop for all phone numbers. Including individual numbers, shared numbers, carers and calls about another household members/patients
- New number capture: Prompts accurate capture of new numbers means less errors with patient communication and text confirmations
- Click to dial from patient record or appt slot: Avoids misdialling and saves time
- Patient alerts: Utilises reports from the clinical system to show priority information and alerts. Improves targeted clinical outcomes & QoF
- Multiple clinical system logins: Intelligent inbound screen pops for PCNs and Hubs - no need to merge practice data. Log into different systems (EMIS/SymtmOne/Vision) simultaneously
- Demonstrates compliance with use of alerts for vulnerable patients and targeted clinical engagement

Introductory video – https://daisycomms.co.uk/phone-system-support-training/

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Implementation

- Our dedicated Provisioning and Projects Team will be your first point of contact on 020 8300 9495. Standard installation process is 6-8 weeks
- Engineer Site Visit for technical Site Survey and meeting to discuss options for set up and messaging as this Is built specifically for each surgery
- Installation – Access to all rooms will be required at some point during the installation and typically follows this process:
    - Day 1 – Prep Day – engineer will sit with your project lead to confirm plan and make all necessary preparations
    - Day 2 – Changeover Day – replacement of current system with new solution
    - Day 3 – Completion Day – testing and training
- Training is giving during the installation of the new system in person with all staff. In-depth training is given to key member of staff. Additional training is FOC and can be taken at any point. Training videos are left on site and are available online for staff to refresh themselves at any point.
- Our 24/7/365 in-house Service Desk are available to support as required.

Service Level Agreements

Service Helpdesk Access Hours 24/7/365 via phone, email or portal
70% of calls answered in 15 seconds
Centre of excellence for health (dedicated Health service and delivery team)

Priority 1 (total loss of service): Daisy will work with practices to ensure there is a robust disaster recovery plan in place. Diverts to alternate practice/mobile
10 minutes to respond
8 hour fix

Priority 2 (Partial loss of service):
30 minutes to respond
8 hour fix

Priority 3 (Information and changes):
2 hours to respond
3 working days to fix