
Hosted Voice Solutions - 1st Callcom Ltd

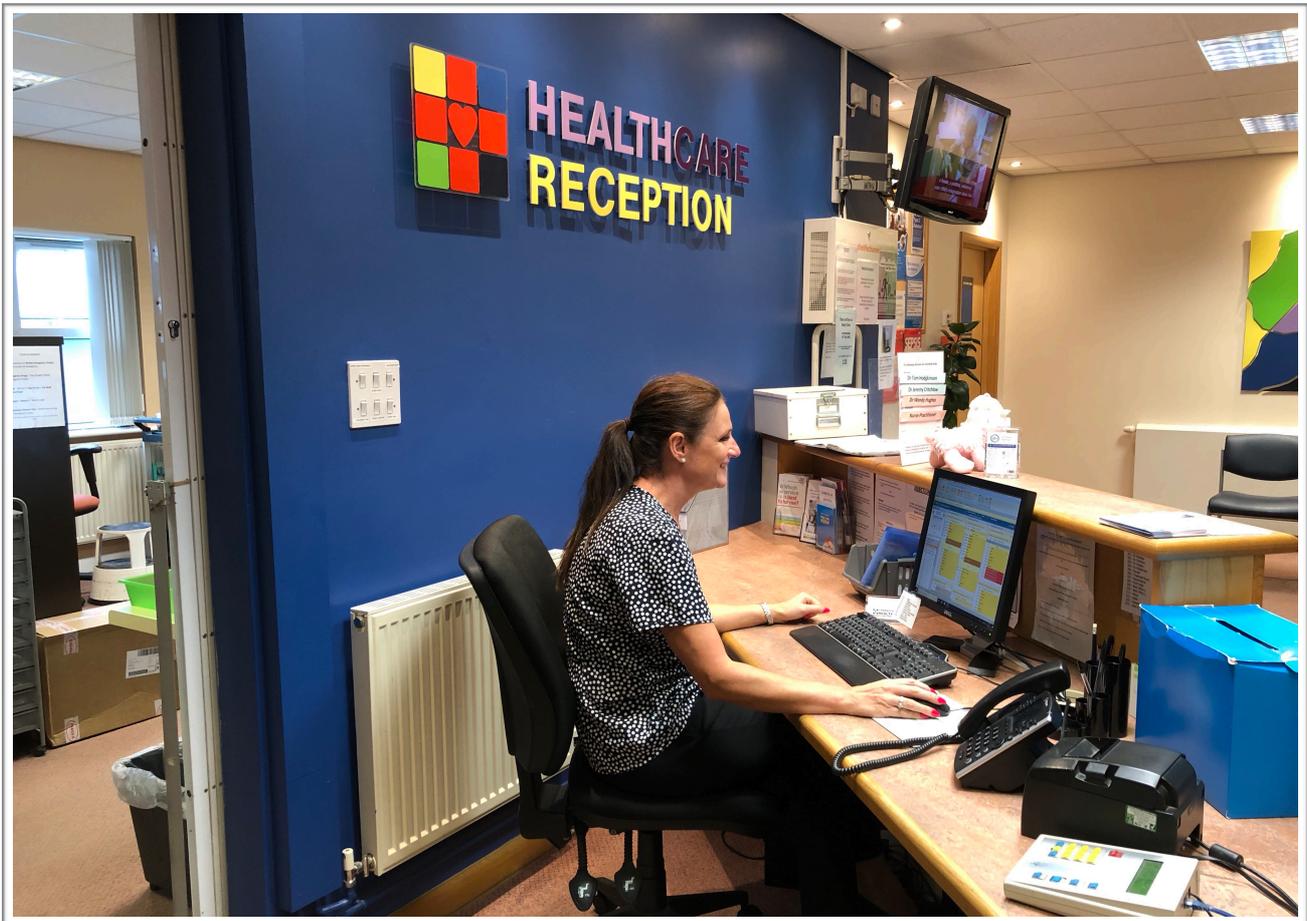
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Charnock Health Primary Care Centre



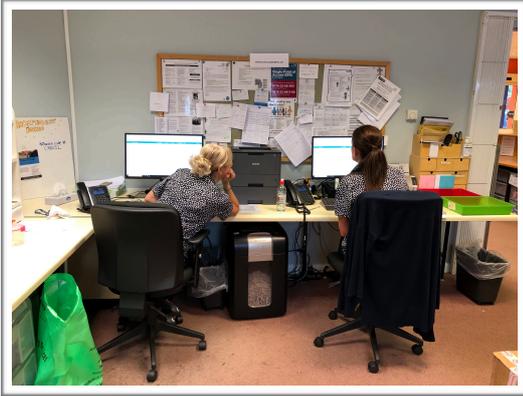
Client: Charnock Health Primary Care Centre.

Location: Sheffield.

Objective: We were using a telephone system from a different company that we were displeased with. We were keen to look for a new provider that understood our business and were completely transparent in their approach. After some research, we found 1st Call who seemed to offer some useful new tech and so we decided to investigate further.

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The Initial Stage:

I had been in touch with 1st Call over a year ago following recommendation from practice managers in our area as we had an old telephone system with limited functionality and poor service. When we met with them they were completely honest in their approach and didn't use buzz words to "fluff" up their product and I never once felt I was being fed sales jargon.

After an initial meeting was arranged with Andrew to discuss the options available to us, it sounded like just what we needed and we were quick to arrange everything, during the meeting it was not only their straight forward approach that we liked but also how genuinely friendly and helpful they were. They definitely do ensure a personal relationship is formed so I don't ever feel like a hindrance if I need to ask questions or I have a problem with the phone system.

The Installation Process:

That was it, Andrew and his team took it from there. Within two weeks the lines were moved over from our old supplier and the fibre needed for the new system was installed. Two and a half weeks later the engineers came and installed the phones without any down time and within the one day.

The next day a trainer was on site first thing to show staff how to use the system so they were not struggling when we opened and remained on site the rest of the morning to train the reception supervisor and myself on the finer details and to tweak the displays on the phones for user preference.

The Result:

The new system now gives better patient access especially due to the queuing system and with the added reassurance of call recording. The audio quality has also improved significantly and as I am quite hard of hearing it has been such a relief to know I am confident on the phone once again talking to patients, hearing everything they say with perfect clarity. I am pleased with how smooth and stress free this whole process was and how the team at 1st Call made us feel included in decisions and valued as a customer.

Recommendation:

I could not believe how smoothly it has all gone and I would not hesitate to recommend 1st Call to any business but especially General Practice as I believe that through their experience of working with surgeries they have the right knowledge on how we need to work and our patient's needs and expectations.

Julie Coakley - Practice Manager

