

MPS lowers call charges and lease payments for Clarendon Lodge Medical Practice



Clarendon Lodge Medical Practice in Leamington Spa

The Customer

Situated in the north of Leamington Spa, Clarendon Lodge Medical Practice has a long tradition of serving the local community. For most of the last hundred years, the premises has been a doctor's residence and surgery. The largest practice in Leamington, the team of 32 partners, doctors and supporting staff at the Clarendon Lodge practice now manage the primary care for 13,000 patients.

The Situation

Until recently the practice had been tied into a contract, which funded the surgery phone system by using a non-geographic 0844 number for incoming calls. Despite capping the rebate from the previous provider such that the practice was not making any profit, a small number of patients were very vocal about the cost of calls to the surgery.

This together with the Department of Health Directive insisting premium rate numbers were no longer used by medical practices, meant that the surgery needed to review its communications strategy.

It was the task of practice manager Stephen Gallagher to come up with a solution and he went out to tender for a new phone system.

Sound Advice

Having been introduced to MPS by colleagues, MPS were included in the tender and offered sound advice about phone systems as well as offering significant cost savings on lines and calls. The references from fellow practice managers proved justified and MPS were able to structure the finance on a new telephone system, such that there was no overlap in payments between the incumbent supplier and MPS.



Richard Cotter from MPS with Practice Manager Stephen Gallagher

This meant that the surgery could benefit from the new system sooner than expected. Commenting on the advice received from MPS Stephen said, "The advice I received from MPS was excellent, I can't fault it."

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Email: info@mpsplc.co.uk



MPS have proved to be excellent. We have reduced our call charges and lowered our leasing costs for the phone system. MPS have proved themselves to be responsive and they offer a more personalised service. MPS are gaining a good reputation amongst the practice manager in our Clinical Commissioning Group

**Stephen Gallagher
Practice Manager**

The Installation

Asked about the installation of the new phone system Stephen replied, "The installation guys were excellent, top notch. Any challenges we faced were dealt with quickly and they simply took the hassle away from me. The engineers were very respectful to patients during the installation process and it all took place without disruption to the surgery."

On-Going Support

Questioned about the on-going support from MPS Stephen said, "It was great that on one occasion I called MPS for support and spoke to the actual engineer who installed the system. He therefore understood our system configuration very well. This was very different to my experience with BT, who were worse than woeful with 9 levels of IVR - not very user friendly. MPS have proved themselves to be far more responsive and they offer a more personalised service."

In Summary

Commenting on the overall experience of partnering with MPS Stephen said, "MPS have proved to be excellent. We have reduced our call charges and lowered our leasing costs for the phone system. Our account manager Richard keeps in regular contact with us and acts as an ambassador for MPS. He does not try to oversell the services and I see us having a long-term relationship. It's great having a single point of contact for finance, service and support. MPS are gaining a good reputation amongst the practice manager in our Clinical Commissioning Group"

Benefits

- Fewer complaints
- NHS compliance
- Reduced call costs
- Reduced lease costs
- Future proofing

