

MPS makes life so much easier for the Warwickshire New Dispensary Surgery



Richard Cotter from MPS with Practice Manager Christine Rogers at the New Dispensary Surgery

The Customer

The purpose-built New Dispensary Surgery in Warwick was opened in 2008. Its 4 partners and full supporting staff provide primary healthcare to 6300 patients in Warwick and the surrounding area.

The Situation

A combination of patient complaints about the call charges and the NHS Directive instructing practices not to use premium rate 0844 telephone numbers for patient calls, meant that the New Dispensary Surgery needed to review its communications.

Practice Manager Christine Rogers was tasked with switching their contact number to a standard local area number and in doing so, review all of the surgeries communications.

Choosing MPS

Referred to Christine by a colleague, Richard Cotter from MPS analysed the surgery's current billing and contracts and was able to offer immediate saving on call charges and line rental and advised Christine when it would be financially viable to settle their current phone system contract.

Richard kept in touch with the surgery and when the time was right replaced the phone system.

The New Dispensary Surgery now benefits from lines, calls, phone system and maintenance services from MPS. The new phone system offers call logging and call recording as well as visual indication of colleague's availability.



Practice Manager Christine Rogers

Benefits

- Fewer complaints
- NHS compliance
- Reduced call costs
- Improved support
- Future proofing



I am very pleased we switched to MPS, it has made my life so much easier. Richard has been absolutely excellent offering us a huge amount of support. They are so accommodating – nothing is too much trouble. I am happy to recommend MPS and have already done so to colleagues in our Clinical Commissioning Group”

**Christine Rogers
Practice Manager**

The Installation

MPS helped managed the switch from an 0844 number to a local number and the role out of the NHS 111 out of hours service.

Talking about the installation of the new system Christine said, “It all went very smoothly, there were no problems. The switch over took place out of hours so as not to disrupt our busy surgery.”

The Training

Asked about the training provided by MPS Christine said, “Training was provided in two stages, initially to the receptionist team so that we could be operational. This was followed up with training for the whole team once the system had been in place for a few days.”

The Impact

Asked about the impact of the new system Christine commented, “We all got used to the system very quickly, it is very user friendly. Since it has been installed and we switched to the local number, we have had no complaints. Patients are much happier with the reduced call charges. Switching to MPS has halved our communication costs.”

The Support

Talking about the support they had received from MPS Christine added, “The support from MPS has been great. They respond in a timely manner and any issues are resolved very quickly.”

In Summary

Commenting on her overall experience of partnering with MPS Christine said, “I am very pleased we switched to MPS, it has made my life so much easier. Richard has been absolutely excellent offering us a huge amount of support. MPS are so accommodating – nothing is too much trouble. I am happy to recommend MPS and have already done so to colleagues in our Clinical Commissioning Group”

