



Located in Nottingham, Torkard Hill Medical Centre is a bustling general practice serving a diverse community. With a commitment to providing high-quality healthcare services, the practice sought to optimise its operations and elevate the patient experience. Facing challenges with managing front desk responsibilities efficiently, Torkard Hill Medical Centre made the strategic decision to partner with outsourced reception service provider CallCare.

CHALLENGE

Before outsourcing their reception services, Torkard Hill Medical Centre faced several challenges. The front desk staff struggled to handle the high volume of incoming calls, appointment scheduling, patient enquiries, and administrative tasks simultaneously. This led to long wait times for patients, increased administrative burden on internal staff, and occasional errors in appointment scheduling, impacting overall patient satisfaction and practice efficiency.

SOLUTION

To address these challenges, Torkard Hill Medical Centre partnered with CallCare, a leading provider of outsourced GP reception services. CallCare offered a dedicated team of trained professionals to manage the practice's front desk responsibilities remotely. This included handling incoming calls, scheduling appointments, managing patient enquiries, and providing administrative support, all while adhering to strict data protection and confidentiality protocols.

IMPLEMENTATION

The implementation of the outsourced reception service was seamless and efficient. CallCare worked closely with Torkard Hill Medical Centre to understand their specific needs, workflows, and protocols. Customised training programs were developed to ensure that the remote receptionists were well-equipped to represent the practice professionally and provide excellent service to patients. Integration with the practice's existing systems and processes was also streamlined to minimise disruption.

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Our partnership with CallCare has been transformative for our practice. Their dedicated team of receptionists has not only improved our efficiency but also enhanced the overall patient experience. We can confidently focus on delivering high-quality care knowing that our front desk operations are in capable hands.

Joanne Hicken, Practice Manager at Torkard Hill Medical Centre

RESULTS AND IMPACT

The implementation of the outsourced reception service yielded significant improvements for Torkard Hill Medical Centre:

- **Enhanced Patient Experience:** Patients experienced shorter wait times when calling the practice, leading to increased satisfaction and improved access to care.
- **Practice Efficiency:** With dedicated receptionists managing front desk responsibilities, internal staff could focus more on clinical duties, resulting in improved workflow efficiency and productivity.
- **Reduced Administrative Burden:** Outsourcing reception services alleviated the administrative burden on internal staff, allowing them to dedicate more time to patient care and other critical tasks.
- **Improved Appointment Management:** Appointment scheduling accuracy improved, reducing the incidence of missed appointments and optimising the utilisation of clinic resources.

FUTURE PLANS AND RECOMMENDATIONS

Torkard Hill Medical Centre plans to continue its partnership with CallCare and explore additional services to further optimise practice operations. Based on their positive experience, they recommend outsourced reception services to other healthcare providers seeking to enhance patient care and practice efficiency.

CONCLUSION

Through strategic collaboration with CallCare, Torkard Hill Medical Centre successfully addressed its front desk challenges and achieved notable improvements in patient care and practice efficiency. The partnership serves as a testament to the value of outsourcing reception services in optimising healthcare operations and delivering exceptional patient experiences.