

SOLUTION

GP Voice

Wavenet have developed a perfect platform for the modern GP practice



Who we are

We are Wavenet

We are a managed service provider with expertise in cybersecurity, communications, and connectivity to a range of businesses, public sector and specifically to GP surgeries.

With over 20 years' experience, Wavenet have grown to over £220m turnover and 900+ staff nationwide, with a perfect balance of sales, administration, and engineering support staff.

Our experience and our expertise within the Healthcare sector makes us one of the leading value for money providers, with a carefully selected portfolio of products and services that has seen many awards and contracts that reassures clients that Wavenet is the company of choice for your telephony needs.

Healthcare

Trusted by the 999 and 111 services to implement and manage their contact centres, together with over 700 doctors surgeries demonstrates the range of abilities that Wavenet deliver.

Managing relationships with NHS England, the Integrated Care Boards (ICB) and GP's allows Wavenet to be a perfect partner for your General Practice.

Providing

111 Call Centre Solution

999 Call Centre Solution

Working with

700+ GP Surgeries

240+ Support Staff

Approved

NHS England

Advanced GP Telephony Framework

GP Voice

Wavenet have developed the perfect platform for the modern GP practice based on:

- A very easy to use GP telephony system
- Improved Patient Experience
- EMIS/SystemOne Integration
- Meets all “Must Haves” on the BPF for GP Telephony
- Removes 2025 PSTN Switch Off Issue
- Low cost of ownership – Inclusive Calls
- Framework Approved

With our industry leading installation, training, and aftersales support, you will be assured that this is the perfect product, and Wavenet are ideal partner for your GP Practice.

Easy to Use

Simple “click to use” concept using an intuitive screen or mobile app makes the GP Voice cloud based telephone solution for Doctor’s Surgeries the ideal choice.

GP Voice allows users to deliver and make calls whether in the surgery or anywhere there is an Internet connection.

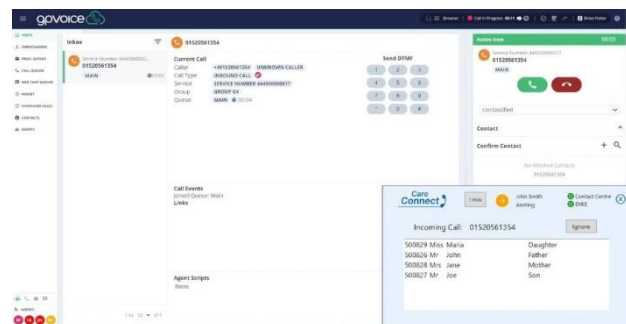
- Simple click to use concept
- Secure
- App - Mobile Phone/ Desktop /Tablet
- Handset and Headset options.
- Users can be anywhere (with Internet)
- Quality Assured Calls/Service
- Smart Receptionist Portal
- Practice Manager/Supervisor
- Know who is calling
- Telephone Triage Anywhere

EMIS/SystemOne Integration

By linking the telephony with the clinical software, calls are received and placed with added information and again with a simple click patient records are instantly available.

GP Voice offers integration into EMIS and SystmOne. This gives advanced number capture and patient look up. Priority “Alerts” assists staff to prioritize tasks whilst on the call to combat “Alert Fatigue” this will help maximise QoF & enhanced services.

- Key Data Available
- Additional Patient Information
- Launch Patient Record
- Click to Dial
- Telephone Triage
- Multiple Devices



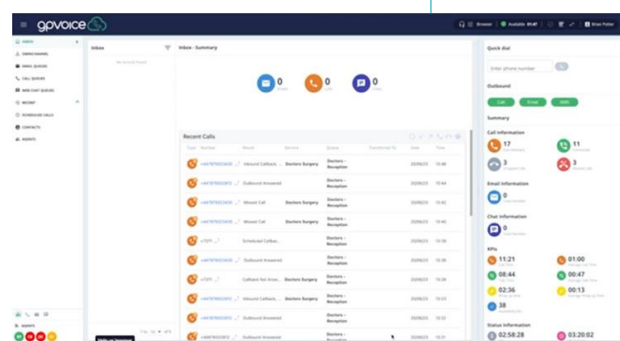
Improve Patient Experience

The powerful but easy to use queue system in GP Voice is designed to greatly improve the patient experience.

The previously used term of “queue-buster” is now a little obsolete as simply holding a patient’s place in the queue and calling them back when they reach position 1 is not always convenient. Not knowing when that call will come means patients have to put their life on hold or get a callback at inconvenient times (school run, work meeting etc). Having the choice of a callback slot, a surgery can accommodate every need and it often sets GP Voice aside from its competitors.

With this option GP Voice helps to reduce the amount of callers during these heavier wait times empowering the patient to interact with the surgery in a more convenient manner.

- Intelligent Queuing System “QueueSmart”
 - Announce queue position
 - Callback when at front of queue
 - Book convenient callback time slot
- Faster Response to Answer
- Smart Auto Attendant
- Time Based Messages (Busy, Training, Closed, ETC)
- No More Appointment Messages
- Call Recording

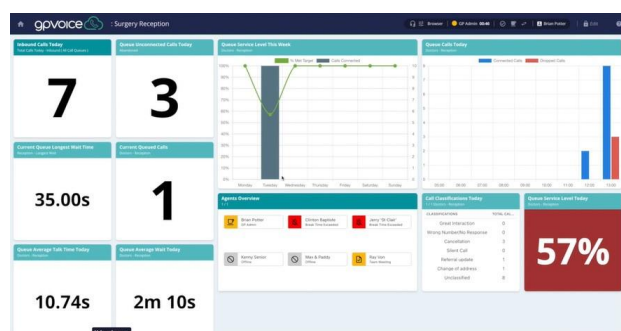


Call Reporting & Recording

GP Voice can display all call records in real time, allowing proactive management of staff.

GP Voice offers reporting that ensures key indicators are measured and demonstrated as compliant.

Call recordings are maintained to ensure compliance and accuracy of telephone transcripts protecting the surgery and the patients alike.





Meets the needs of GP's Cloud Transformation

GP Voice has been designed to meet and exceed the requirements of the cloud transformation program and the Better Purchasing Framework (BPF)

As a cloud platform, the highly resilient solution means your telephony is not fixed to one site and significantly removes the threat of a single point of failure.

Meeting and exceeding the framework guidelines ensures that as applicable.

- Work from anywhere
- No Single Point of Total Failure
- Intelligent Routing of Calls
- Patient Record Integration
- Intelligent Callback Options
- Multiple Devices
 - Desk Phone
 - Desktop App
 - Mobile App

2025 PSTN Switch Off

Analogue and ISDN lines are due to be switched off in 2025 and moving to GP Voice removes the threat that this may cause.

Our specialised team of Engineers and Number Management staff ensures that your existing numbers are transferred as seamlessly as possible and without disruption.

Wavenet can provide a quality assured connection separate from the practice network ensuring clear calls at all times.

Choice of Devices

Handsets



BASIC

Poly VVX 150



STANDARD

Poly VVX 250



ADVANCED

Poly VVX 450



CORDLESS

Yealink W73P

Headsets



BASIC CORDED

Economic Corded



PREMIUM CORDED

High Quality Corded



IN EAR CORDLESS

Lightweight Cordless



PREMIUM CORDLESS

Superior Cordless

Wallboard Screen



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