

EBOOK

GP Voice

Improve patient experience and simplify practice operations
with the ultimate cloud-based telephony solution



GP Voice

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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 especially 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 within the Healthcare sector now makes us one of the strongest and 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 1,000 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



Key benefits

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

- 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 the perfect partner for your Telephony Solution.

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.

Aimed at the most technology resistant staff, GP Voice allows users to deliver and make calls whether in the surgery or anywhere with Internet using its secure and easy to connect software quickly and efficiently.

- Simply click to use concept
- App and/or Phone
- Headset/no Headset
- 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, the 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 SystemOne. 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 and the GP practice during the very busy times.

The commonly used term of “queue buster” is a great description for this service and it often sets GP Voice aside from its competitors.

GP Voice allows callers the option to either stay in their position in queue, have the system call them back or to select a convenient time slot that is more suitable.

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

- Intelligent Queuing System
- Queued Call Back
- Not just first message, every message
- Timed Call Back
- 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 to manage staff during excessive call volumes. GP Voice offers reporting that ensures key indicators are measured and demonstrated as compliant.

Call recordings are maintained to ensure compliancy 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.

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, funding will be available through the framework.

- 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
- Funding Available through Framework

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.

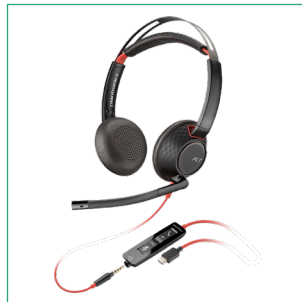
Wavenet also provide a Quality Assured connectivity separate from the practice network ensuring clear calls at all times.

A choice of devices

Headsets



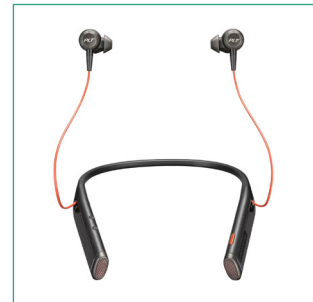
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USB**



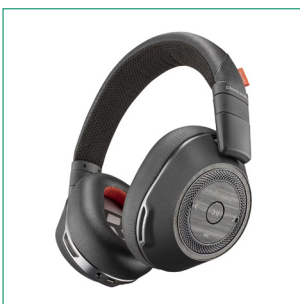
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BLACKWIRE 5220 USB**



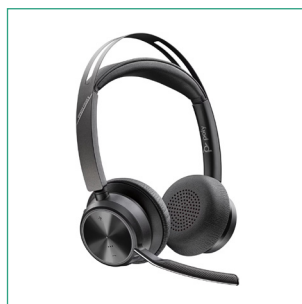
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5200UC BLUETOOTH**



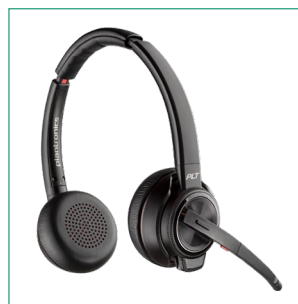
**POLY VOYAGER
6200UC BLUETOOTH**



**POLY VOYAGER
8200UC BLUETOOTH**



**POLY VOYAGER
FOCUS UC
BLUETOOTH**

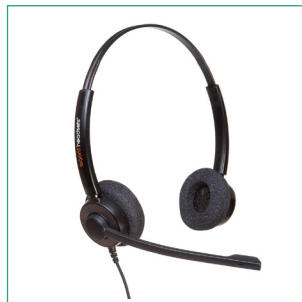


POLY SAVI 8220

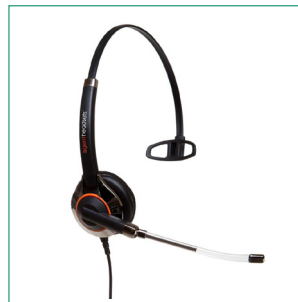
Training Headsets



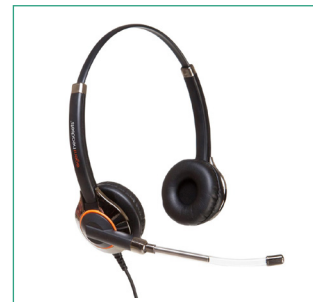
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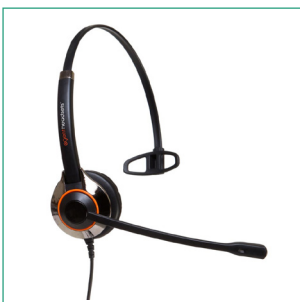
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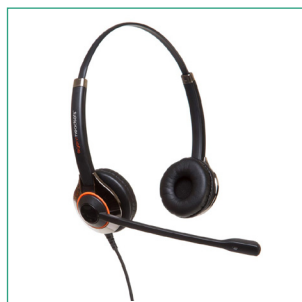
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AGENT 650



AGENT 750



AGENT 850



AGENT USB-A



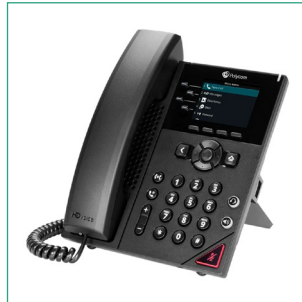
**AGENT TRAINING
CORD**

A choice of devices

Handsets



POLYCOM VVX 150



POLYCOM VVX 250



POLYCOM VVX 450



POLYCOM VVX 450
EXPANSION MODULE



POLYCOM VVX
COLOUR EXPANSION
MODULE



POLYCOM USB WIFI
ADAPTOR



YEALINK W73P DECT
HANDSET AND BASE
STATION



YEALINK W73H DECT
HANDSET ONLY



YEALINK W59R DECT
HANDSET



YEALINK DECT
REPEATER



YEALINK T46U



YEALINK EXP43
EXPANSION MODULE

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Networking
& Connectivity



Unified
Communications
& Voice



Contact Centres



Mobile Solutions
& IoT



IT, Cloud
& Technology



Network
Intelligence



Cyberguard