

## PROBLEM

Primary care practices and their patients face significant telephony challenges, such as high demand and long wait times that can be addressed with modern technology. At the same time, surgeries are hamstrung with legacy technology, onerous contracts and limited functionality such as a restricted number of phone lines. Legacy telephony systems don't integrate with patient records, aren't portable and aren't flexible enough to deal with the many different services that a modern primary care practice is expected to provide. This leads to excessive administration time in dealing with telephone queries and patient frustration with delays in being attended to.



“Being part of the DigitalHealth.London Accelerator programme has given us valuable insights to explore the opportunity of entering secondary care as a potential new market. In addition we have had the chance to meet with a new network of exciting digital focused healthcare professionals. The support and guidance we have received from our NHS Navigator has allowed us to start to address some of the systemic issues we face when integrating Babblevoice with NHS systems.”



➔ [Babblevoice.com](http://Babblevoice.com)  [@babblevoip](https://twitter.com/babblevoip)

## SUCSESSES AND IMPACT

- Expanded uptake in primary care. This includes being accepted on to NHS frameworks in Dudley and Kent to increase sales in these areas. Babblevoice was also selected as the preferred supplier in Buckinghamshire, Oxfordshire and Berkshire ICS and Frimley CCG.
- Included on G cloud 13 having doubled the size of the Babblevoice compliance team. They have also focused on their DTAC and further NHS framework compliance to ensure they maintain a straightforward procurement process for customers.
- A new website was launched with support from the DigitalHealth.London team. Babblevoice have written two thought leadership pieces entitled “Time to talk – Five key telephony considerations for primary care networks” and “Supporting GP surgeries this flu season with cloud-hosted telephony”.
- In a study completed with one of their CCG customers, Babblevoice was found to result in:

**100%**  
reduction in customer  
complaints

**25%**  
reduction in reception  
staffing levels

**50%**  
reduction in DNAs

Find out more:



## SOLUTION

Babblevoice is a purpose-built and award-winning telephony system designed to support practice, patients and staff by offering surgery-specific functionality, integration with clinical software and a robust and distributed design. Babblevoice measurably improves patient access and satisfaction, dramatically reduces costs and automates routine and administrative functions.



“When I met the guys from Babblevoice I was really impressed with how their system was specifically designed to tackle the challenge of making life as easy as possible for practice staff, while delivering good quality care to patients. Since moving we have been not disappointed, in fact we are delighted with it!”

- Dr Klaus Green, The Mill Medical Practice

## WHAT'S NEXT?

Babblevoice is keen to scale further across primary care by targeting newly formed ICSs and Primary Care Networks, using their integrated and contract-free solution to improve efficiency. Babblevoice are also looking to explore new markets that could benefit from their innovative solution, including secondary care outpatient clinics and community care.