



CallConnect GP Task Buster Overview

As well as the normal tasks, Covid vaccinations increase the need for GP practices targeting contact to those who are harder to reach, stragglers from the first priority groups, refusers who need to be contacted/persuaded and Patients on “reserve” lists to avoid vaccine waste.

CCGP Task Buster combines an outbound group contact utility with CCGP Priority Incoming Alerts to provide a fully joined up solution

List of patients can be set up as Task/Alert groups

Multiple practice staff can work on the list simultaneously,

Click to dial numbers on screen or launch the clinical system for that patient.

All activity is recorded (phone calls, sms, email, letter & other) allowing a snapshot/history of contact until the task is completed/cancelled

Other household members with priority tasks are also displayed (with any relevant information alerts that might affect how you deal with the task e.g. housebound)

The list intelligently refreshes and removes Patients as the task is completed by anyone else in the practice including if that patient rings into the surgery (potentially in response to being chased) and the receptionist completes the task

Staff can dip in and out of the list whenever they get spare time

The Manager can quickly view all activity on the Tasks and there is an audit trail- history of task activity recorded against the user logged in the PC

Multiple lists can operate at the same time

