



CallConnect GP is the intelligent clinical system integration solution brought to you by Metier Integration Services.

Specially developed for GP practices, the system is designed to optimise telephone contact, speed up the call handling process whilst saving money and capturing the most up to date contact information for your patients.

What CallConnect Will Do For You

- Immediately identify the patient calling and quickly select the patient in the clinical system typically **saving 12 seconds per call**
- Seamlessly and accurately **capture any new number** from which a patient calls and add to the Clinical System ensuring all activities that rely on up to date numbers are more efficient (such as SMS messaging and video consultation solutions)
- **Immediately see notes and alert information** from the Clinical System that may affect how the call is handled
- **Identify “priority” tasks and alerts** that need to be actioned as part of the call, improving clinical outcomes, practice income and saving time on outbound activity
- **Recognise known non-patients** (such as Pharmacies, Hospitals Suppliers etc...) and add new numbers to the central Practice Directory
- **Automatically connect outbound calls** with click to dial from the clinical system or anywhere else on the PC
- **Outbound Task Management** allows multiple staff to work on bulk lists of patients and manage the contacts whilst also tagging those patients with inbound alerts for joined up communication if they call in

3,500
desktops
use Metier's
solutions

7,600
hours saved per
month

430,000
new numbers
captured per
year



An Innovative Middleware Software solution

CallConnect GP works with any on-premise phone system and many hosted phone systems; link potentially any Clinical System to deliver significant benefits to a GP Practice.

CallConnect GP uniquely utilises locally collected patient demographics from the clinical system to match intelligently to inbound caller's numbers and augments this with additional information from the clinical system shown immediately as calls are answered.

Improved Efficiency

Inbound call handling saves 12 seconds per call, allowing users to confirm patient identity and select in the clinical system with a single click.

Outbound on screen click to dial saves 6 seconds per call, which makes a huge impact to any telephone appointments, when combined with number check and new number capture.

Enhanced Patient Access

Improved call handling and reduced wait times drive better resource management to improve patient access at busy pinch times in the day.

Improved Patient Data

Accurately capture new telephone numbers for patients as they call in

Reduced DNAs

A high impact priority for NHS England. By improving patient data, appointment reminders and cancellation services can work more effectively. Frequent DNA patients can be tagged with an alert.

Facilitate Collaborative Working Hubs

Combine data for multiple clinical systems, to intelligently display patient info on our dashboard. Great for hubs and contact centres.

Improved Clinical Outcomes

Ensure Clinical System Alerts are generally more consistently viewed for inbound callers; in conjunction with CallConnect, highlight patients as they call in for clinical areas that outcomes need to be improved or any targeted initiatives for the local federation or CCG.

Maximised Practice Income from Enhanced Services & QoF Including Covid & Flu

Designate highlighted alerts within CallConnect to avoid "alert fatigue". CallConnect provides an audit trail to ensure the highlighted priority alerts/tasks are actioned and not skipped or ignored.



Decrease wasted calls and time spent on calls

- Reduce the number of abandoned or repeat calls
- Avoid repetitive checking of "known" information
- Eliminate failed outbound telephone consultations due to wrong numbers



Decrease admin time

- Reduce time and cost wasted on failed SMS communications
- Avoid outbound tasks by actioning as patients call in
- Contact Directory CRM keeps notes for non-patient communication



Improve patient communication and maximise income

- Improve income from any Enhanced Service based on potential procedures booked
- Improve patient satisfaction surveys generally and ease of telephone access to GP
- Improve response rates and make all SMS based solutions more effective