

## **LONG EATON HEALTH CENTRE IMPROVES ITS PATIENT COMMUNICATIONS WITH IP TELEPHONY FROM NEC PHILIPS**

**2007:** Derbyshire County PCT's Long Eaton Health Centre has gone live with a new VoIP (Voice over Internet Protocol) telephony system from NEC Philips Unified Solutions. The SOPHO 2000 IPS system is valued in the region of £65,000 and will enable the new Health Centre to deal with the 1500 patient calls and enquiries it receives on a daily basis regarding appointments, prescriptions and test results, for example, with greater speed and efficiency.

The Health Centre was opened in May 2006 and was funded and is owned by Southern Derbyshire LIFT Company (LIFTCo.) – Local Improvement Finance Trust. LIFT brings together the public, private and voluntary sectors to deliver innovative schemes aimed at improving the health and wellbeing of local communities within Southern Derbyshire. Following the Government's announcement of plans to modernise and reform the NHS, a lack of modern, purpose-built premises for primary and community care was recognised with many buildings privately owned, rented or leased. Some of the services that are provided in the new centre are GP practices, pharmacy, child health clinics, occupational therapy and speech and language therapy.

Christian Somers, Telecommunications Manager at Derwent Shared Services, explains, "A new telecommunications system was required to complement the new building that was going to make a huge difference to the community and the way in which it provides healthcare services. The vital functionality of the system that is making a difference is the call queuing facility. The majority of patient feedback was that it was very difficult to get through first time and many callers would experience an engaged tone and would only get to speak to someone after several attempts."

In addition, the Desktop application integrated with the NEC Philips SOPHO 2000 IPS system, means that receptionists are able to field calls more effectively with the presence management functionality, enabling them to field calls appropriately according to recipients' status. More importantly, the call queuing element will reduce the number of enquiries being abandoned and increase the number that will be resolved quicker and more effectively.

Commenting on the relationship with NEC Philips, Mr. Somers concludes, "We have worked closely with NEC Philips to ensure the system meets all of our business requirements, and the team there has been extremely supportive and responsive at every stage. The feedback from users and patients alike has been very positive and we look forward to continuing to work with NEC Philips to further utilise the benefits of IP telephony moving forward."

ENDS

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