

Elizabeth Courtauld Surgery

A GP/Doctors practice serving the local community

Elizabeth Courtauld Surgery partnered with CallCare and went live on 11th August 2025 to improve patient call handling, streamline administrative processes, and enhance overall patient experience.

CHALLENGE

Elizabeth Courtauld Surgery faced challenges with long wait times, missed calls, and repeated patient follow-ups, putting pressure on both clinical and administrative staff.

- Average queue wait time: 11m 21s
- Queue answer rate: 80.5%
- Repeat callers: high due to unresolved issues
- Abandon rate: 32%

High call volumes made it difficult for staff to manage routine and urgent enquiries effectively, creating stress for patients and internal teams.

SOLUTION

CallCare designed a tailored GP reception outsourcing solution for Elizabeth Courtauld Surgery, integrating seamlessly with the practice systems. Our team provides comprehensive support including:

- Professional handling of incoming patient and external calls
- Transferring calls to appropriate teams or clinicians
- Taking detailed messages and routing tasks to the relevant departments
- Processing medication requests and liaising with prescribing teams
- Booking and confirming clinic appointments
- Completing and filing triage forms accurately
- Liaising with Duty GPs and multidisciplinary teams to ensure patients receive correct care
- Supporting communication between clinical and administrative teams

RESULTS AND IMPACT

- Average Queue Wait Time reduced by 66% - 3 min 51 s
- Repeat Callers reduced by 49%
- 91% improvement in call backs
- Abandoned rate reduced by 13%



Improved patient accessibility, ensuring more patients reach the right person quickly. Reduced pressure on reception staff, allowing focus on clinical and administrative tasks. Enhanced overall patient satisfaction through faster, more reliable call handling.

CONCLUSION

This service reduces pressure on in-house staff, ensures timely responses to patients, and allows the practice to focus on delivering high-quality care.