

LINTHORPE SURGERY

A GP/Doctors practice serving the local community

Linthorpe Surgery went live with CallCare on 22nd January 2024, partnering to improve patient call handling, reduce wait times, and enhance the overall patient experience.

CHALLENGE

Linthorpe Surgery was struggling with long wait times and high call abandonment rates, causing patient frustration and placing significant pressure on reception staff.

- Average call wait: 16 minutes
- Abandoned calls: 32%
- Calls answered: 57%

The high call volume made it difficult for staff to manage routine and urgent enquiries effectively, leading to a stressful environment for both patients and clinical teams.

SOLUTION

CallCare designed a bespoke GP reception outsourcing solution tailored for Linthorpe Surgery. By integrating seamlessly with their systems, our team manages the entire reception call process, providing support that includes:

- Completing e-consults for patients
- Advising patients on submitting e-consults
- Discussing medication queries
- Booking and confirming appointments (clinician and nurse)
- Handling referrals and appointment enquiries
- Directing patients to relevant departments
- Flagging urgent issues to the surgery

RESULTS AND IMPACT

- Average call wait time reduced from 16 minutes to 6 minutes in the first week, then down to 5 minutes by week 2.
- Abandoned calls dropped from 32% to 17% within one week.
- Percentage of calls answered increased from 57% before going live to 89% by week 5.



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 alleviates the pressure on in-house staff, ensures patients get timely responses, and allows the practice to focus on delivering quality care.