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After months of discussions and planning, we would like to inform our patients at Swanwood Partnership that we are now in the process of installing a new telephone system.

### **X-on Telephony (Surgery Connect)**

Surgery Connect is designed to make patients lives easier and get them the medical attention and advise they need as effectively as possible integrating some of these new exciting patient benefits for example:

- Patient call back holds the patient place in the queue after they have called in and hung up, patients will receive a call back instead of waiting on the line, saving patients time and money.
- Integration with the patient's medical record, means that when a patient speaks to any member of the practice, patients' information is on hand eliminating delays.

We go live with our new system on **August 15<sup>th</sup> 2024**. We hope that there is no disruption to our current system and have opted not to switch off our current telephone lines until we know the change has been successful and is 100% complete.

Our whole team have undertaken the necessary training to provide effective communication to our patients from the day we change over to our new system. However, can we please ask you to be patient with us while we familiarise ourselves with the new system.