GP Queue Buster

Cloud-based intelligent queuing service for GPs

Managing patient calls effectively is essential for any busy GP surgery.

Informing callers of their position in the queue improves the patient experience; they are less likely to hang up and less likely to complain.

Understanding how long patients have queued and when they have not, can help you manage resources and improve patient access.

Call queuing in the cloud
Our cloud-based patient queuing service takes the worry out of managing peak calling periods for your surgery. Patients can call your surgery without hearing an engaged tone.

Place in queue information for callers
Patients queuing are informed of their place in queue and updated as they progress through the queue. Patients are far less likely to abandon the call, when informed of their place in the queue.

Intelligent call routing
Calls can be directed to the appropriate staff with an informative greeting and the option for example to press 1 for appointments, 2 for results etc. Staff can be assigned to manage different types of calls as needed.

Visibility of queue and agent numbers
Staff can have visibility of the number of patients in the queue and the longest waiting time. Likewise administrators can have visibility of the number of staff logged into each calling group.

Management information on calls
Daily management information is made available on the number of calls answered and abandoned throughout the day. It provides details of time to answer and call durations. Understanding the true pattern of calls for your surgery can greatly assist you in managing resources and improving processes and office productivity, to deliver enhanced patient access.

Improves patient access and reduces stress for your staff
A smarter way to manage patient calls

A problem faced by many GP surgeries is the sheer number of incoming calls particularly during peak calling periods. Few surgeries can afford to hire more receptionists to deal with the call volume. This means that patients are often left in a queue, with no information or just unable to get through to the surgery. The consequences are that patients either don’t bother calling in, hang up before getting through or hang up after waiting for a limited amount of time.

Worksmart’s GP Queue Buster solution provides a cost effective solution to the above issue by informing patients calling in of their position in the queue and informs receptionists how long patients are currently waiting. Our service plays informative messages whilst people are in the queue and provides patients with an informed choice as to whether to wait or call back at another time.

Separate queues can be set up for appointments and results etc.

Our GP Queue Buster service provides staff with details of the number of people in a queue and administrators with the number of staff logged into a particular queue and how long patients are currently waiting.

“You are 3rd in the queue...”