

# Switchboard Care Co-Ordination

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**Abstract:** In order to improve the time taken to connect clinical teams from SaTH and the Care Co-ordination teams, a new system called netcall was trialled. This reduced the burden on the SaTH switchboard and released time for directing other calls.

## SMART Aim

To reduce the time it takes to connect the Care Co-Ordination team to the correct department by 50% by March 2022 including a reduction to call traffic via switchboard.

## Plan

Care Co-ordination (CCC) is a service managed by Shropdoc that connects GP services to the medical teams within SaTH. The CCC is the highest user of the switchboard service. Calls are received by the switchboard operator and are having to be managed while clinical teams are contacted.

A process flow charting session was carried out to understand the steps in the process and the key teams involved along with wastes and opportunities for improvement. It was identified that a large amount of time was spent by the SaTH operator managing the call. A system called netcall is available within the trust and it was agreed that the teams would pilot this service with the highest call volume area (Medical Team). Upon successful implementation of the netcall process, the trust would roll out to the wider teams.

## Do

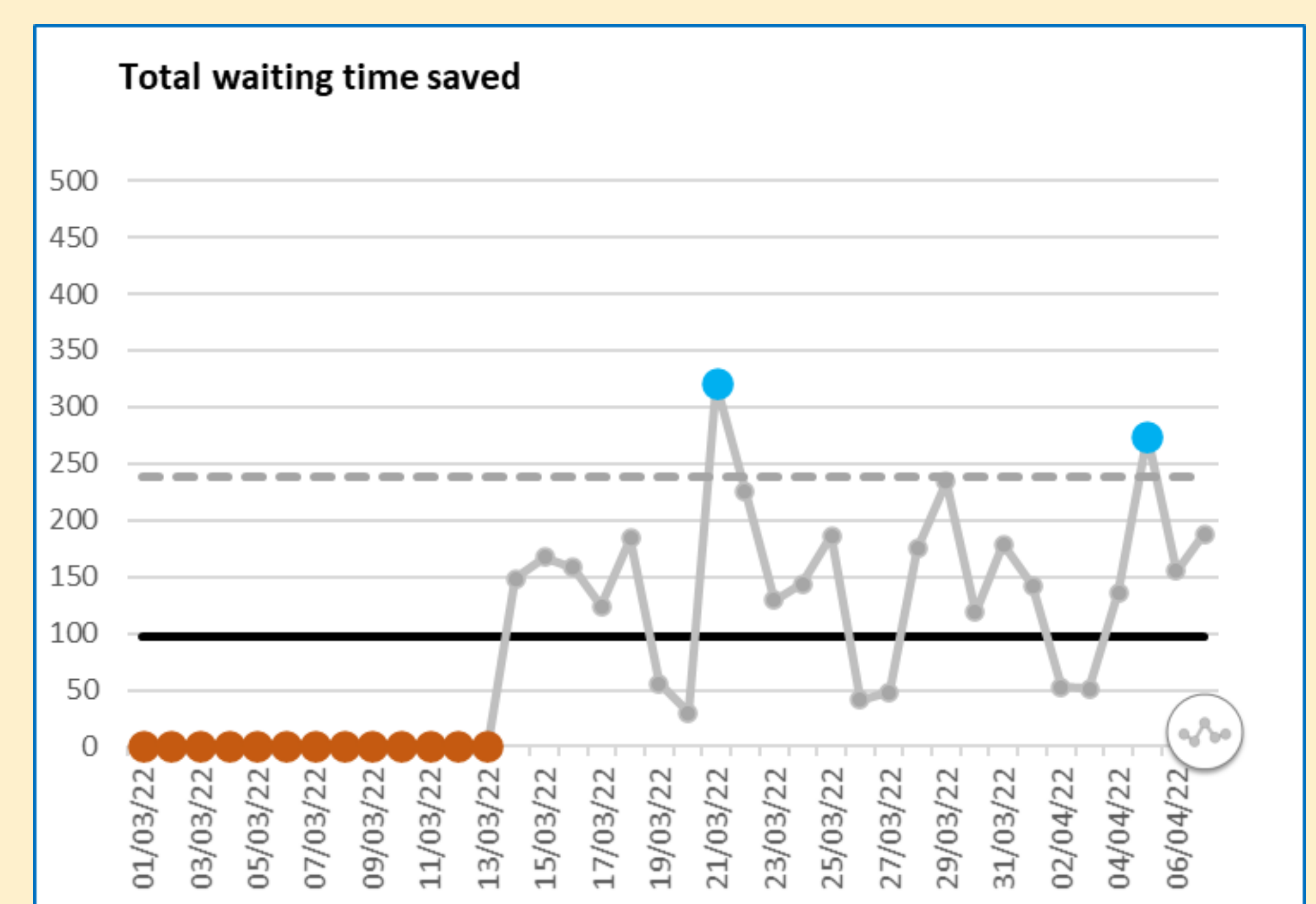
The switchboard and CCC teams engaged with the wider teams and explained the reason behind the pilot. Both CCC and SaTH medical teams were keen to be part of the pilot team. A guide was developed on the new process and distributed to colleagues that would be likely to use the service. A number was set up and shared with CCC teams to access the service. Netcall can contact the medical teams and reduces the burden on existing switchboard colleagues by removing the calls from the main switchboard number.



## Study

The results of the initial pilot showed that 158 calls were successfully connected to the pilot bleeps for the medical teams. This resulted in around 11 hours worth of waiting time being saved during the first week of the trial which the switchboard would usually manage. The netcall system eliminates the time that the CCC team spend listening to the auto attendant and waiting in a queue to be connected to the final call destination.

Positive feedback has been received from the switchboard operators with around a 40% reduction in call traffic from the CCC. Initial feedback from the medical teams has been positive with colleagues finding the service very useful. Initial feedback from the CCC teams has been positive and the teams intend to roll out the service to other teams.



## Act

The next steps are to roll out the netcall software to all CCC users and departments at SaTH. Further opportunities for improvement were identified as part of the process flow charting session and support will be available if the teams wish to pursue these.