

TIP #1

We tasked a Project Lead to pull this together on behalf of all practices who wanted the support, and ended up delivering for all practices across 8 PCNs.

CLOUD-BASED TELEPHONY

TIP #2

In short (60 mins) lunchtime Teams meetings we got representatives from every participating practice together to explain what CBT is and how we planned to help them through the process

CLOUD-BASED TELEPHONY

TIP #3

After doing initial research into the National Framework, the NHSE Procurement Hub, and what it offers, and speaking to a range of CBT suppliers, we organised hour-long demonstrations of 7 different CBT systems, spread out over a few weeks, so the practices got to see what the systems look/feel like and find out how the different suppliers felt their systems benefit General Practice and its very specific requirements.

CLOUD-BASED TELEPHONY

TIP #4

Meetings were recorded and made available to practices afterwards, and notes were circulated about each supplier as an aide memoire – important when you're looking at so many different systems.

CLOUD-BASED TELEPHONY

TIP #5

Acting as the liaison between the practices and the suppliers and managing the process on their behalf saved a huge amount of practice-time.

CLOUD-BASED TELEPHONY

TIP #6

Our promise to our practices was that after all the demonstrations and discussions, we would perform an options appraisal and provide our practices with a recommendation of 2 or 3 systems that we felt offered the best all-round solution according to the requirements and preferences of our practices. They were under no obligation to order the systems that we recommended, but their wish, at the beginning of the process, was to have some practical guidance.

CLOUD-BASED TELEPHONY

TIP #7

In general, each PCN agreed on a single supplier for all their practices which could bring benefits in the future for sharing services, covering calls and resilience/Business Continuity.

CLOUD-BASED TELEPHONY

TIP #8

We 'handed over' to the NHSE Procurement Hub once we got to the stage of practices requiring quotations for their chosen CBT systems.

CLOUD-BASED TELEPHONY