X-on Health
an SCG company

New in Calendars: Smarter Ways to Manage Repeating Events

We are pleased to announce that we have released enhancements to the **calendar configuration** within the Service Delivery Console when scheduling repeating events. This provides improvements to Weekly, Monthly and Yearly events to allow you to configure recurring events with precision, and to reduce time spent manually adding repetitive events.

Key Improvements:

Weekly
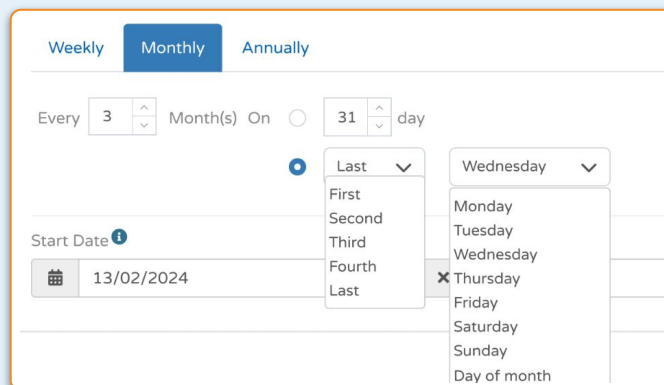When scheduling a weekly event, you can now configure:

➜ How often this should repeat (every 1, 2, 3 or 4 weeks)

➜ Whether it repeats every day, or just from Monday-Friday or Saturday-Sunday

➜ Which specific days this repeats on

Monthly
You can now schedule events to repeat on the same day of the month at intervals you define. Alternatively, you can also select the first, second, third or last occurrence of a specific weekday each month.

Yearly
Better error-handling for non-existent dates has been introduced when scheduling yearly events, preventing invalid entries.

Read Help Guide to Explore

Providing a Clear Overview

A summary of your recurring event settings is now displayed above the Save button whenever changes are made, providing clear confirmation of your configuration.

ⓘ Occurs every month on the second Tuesday of the month, from 29th April 2025.

Invest in Clinical Safety

We've just launched our latest Academy Course: **Understanding Clinical Safety and Surgery Connect**. This course is specifically designed to provide you with a thorough understanding of the potential clinical risks associated with the Surgery Connect system, and how the system's functionalities can be leveraged to manage these.

This course has been **certified by the CPD Certification Service**, which means you can earn valuable CPD points whilst you learn. Have you seen our other CPD accredited courses?

➜ Advanced Clinical System Integration

➜ Discover Check and Cancel

➜ Mastering the Phonebar - EMIS Web

➜ Mastering the Phonebar - SystmOne

➜ Mastering X-Flow

➜ Navigating Patient Access with Call Routing

➜ Optimise Patient Callback

➜ Reports and Data Analysis

Here's what our Clinical Safety Officer had to say:

"I think it is excellent! This course provides a focused and more palatable way of highlighting risks making it both more effective and ultimately safer for Patients"

Take Our Clinical Safety Course

Customer Case Study

May's Webinar
21st May 2025 10:00AM

Register Your Place

CYBER ESSENTIALS PLUS

Citation ISO Certification — Quality management — ISO 9001: 2015 — REGISTERED — Certificate No:136442007

Citation ISO Certification — Information security management — ISO 27001: 2013 — REGISTERED — Certificate No:173042020

Citation ISO Certification — Business continuity management — ISO 22301: 2019 — REGISTERED — Certificate No:427522023

Citation ISO Certification — Environmental management — ISO 14001: 2015 — REGISTERED — Certificate No:429932023

DCB 0129 COMPLIANCE

Coming Soon...

We're getting ready to introduce two exciting new features, which are currently in trial with some of our pilot sites. We will announce when these are released to our Customers in future Newsletters, so please keep an eye out for more information.

Improve the Patient Experience with Website Widgets

Our Website Widgets will allow you to **embed real-time information about your call queue directly onto your website**, meaning your Patients can view live call statistics without picking up the phone.

By implementing this feature your patients would have access to view how busy your phone lines are, allowing them to make an informed decision about how to contact you.
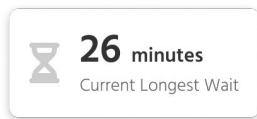

Widgets are created in the Service Delivery Console, where code is generated to copy straight to your website, These are **fully configurable, meaning you can choose which information to display**, as well as how it is shown:

➔ Choose whether your widgets shows the **Current Longest Wait** or **Callers in Queue**

➔ Design different widgets for specific call groups, or for display in **specific areas** of your website

➔ Ensure the widgets **seamlessly integrate** with your website's design by customising fonts and colours

Relevant Signposting with the Queue Position Webpage

Our latest release to our Patient Callback Queue Position Webpages provides **greater control and customisation to the information you present to your patients**, by allowing you to configure multiple webpages for the menu option taken by the patient.

Creating individual webpages allows you to easily customise the content that your patients will access, **increasing its relevance to their reason for calling the surgery**. For example, for patients queueing to speak to a dispensary team could be presented with information pertaining to ordering repeat prescriptions via the NHS app.
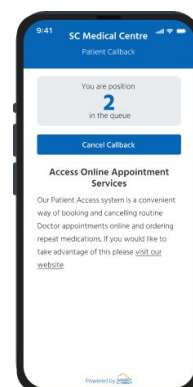
By accessing the Advanced area of the Service Delivery Console, you will be able to **quickly view and edit your configured webpages**. These can then be added to X-Flow within Group Block where you will choose which Webpage is displayed to when a patient requests a call back.

Each webpage can be monitored via the Reports Portal, so you can easily view the interactions and statistics for this feature.

Did you Know?

We offer **lunchtime learning sessions 4 times a week** for EMIS Web, SystmOne and Non-Integrated Users.

Whether you're looking for guidance for new starters or looking to refresh your knowledge, these are the perfect start.

View Training Schedule

Customer Case Study

May's Webinar
21st May 2025
10:00AM

Register Your Place

SURGERY CONNECT

Management Report

Waltham Forest Community and Family Services (E17
April 2025

1. Monthly Summary

Call Summary

Inbound Received	Inbound Answered	Average Inbound Talk Time
4,308	**2,418**	**2m 27s**

Outbound Attempted	Outbound Connected	Average Outbound Talk Time
3,020	**2,519** (83.4%)	**2m 23s**

Abandoned Summary

Abandoned Calls
1,441 (33.4%)

Average Abandoned Call Time
32s

Queue Summary

Calls That Queued	Answered From Queue	Average Queue Time Answered
2,860	**2,413** (84.4%)	**6m 3s**

Missed From Queue	Missed From Queue Excluding Repeat Callers	Repeat Callers That Queued	Average Queue Time Missed
447 (15.6%)	**275** (9.6%)	**51**	**4m 30s**

Callback Summary

Callbacks Requested	Callbacks Successful	Callbacks Unsuccessful	Patient Cancelled Callbacks
66	**59**	**6**	**0**

This data helps inform the reporting for the GP Contract. Read this article to learn more

2. Which Numbers Took the Most Inbound Calls?

● Other
● WF Main Call Flow

4,230

3. Which Users Answered the Most Inbound Calls?

Top 15 Users Answering Calls

User	Calls
Charlene Johnson	~450
Jennifer Douglas	~445
Kathleen Lewis	~355
Saima Tabassum	~260
Shazia Iqbal	~255
Mehzabin Patel	~160
Sacha Applegate	~130
Michelle Dyer	~110
Iris Kirwan-Dixon	~70
Shannika Boyce	~60
Valerie Williams	~50
Hande Albay	~10
Wajeeha Ahmed	~5
Anne Woodrow	~5
Laura Joiner	~5

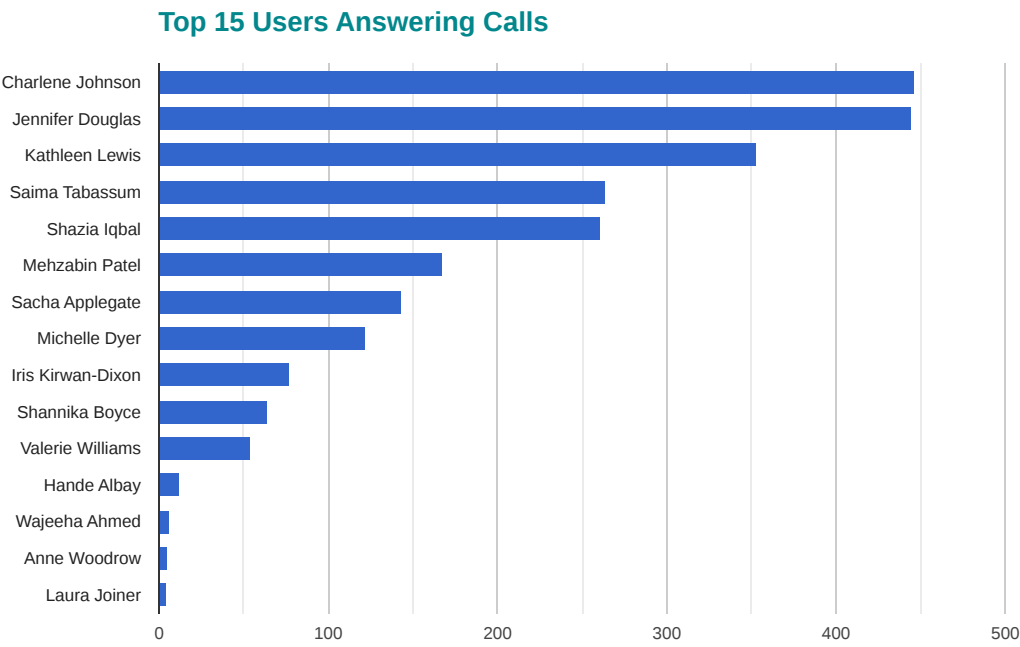## 4. Which Users Dialled the Most Outbound Calls?

Top 15 Users Dialling Calls

User	Calls
Mehzabin Patel	~370
Outbound Calls	~310
Hande Albay	~280
Valerie Williams	~165
Thanam Ravagan	~160
Muhammed Patel	~135
Balwinder Chohan	~120
Prediba Prabharan	~115
Sudeshna Sarkar	~110
Charlene Johnson	~100
Tasneem Adam	~90
Saima Tabassum	~90
Francis Barnie	~78
Zeinab Said	~75
Wajeeha Ahmed	~50

5. Which Days of the Week are Busiest for Queued Calls?

Average Number of Queued Calls

Legend:
- Missed (red)
- Answered (blue)

Days: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday
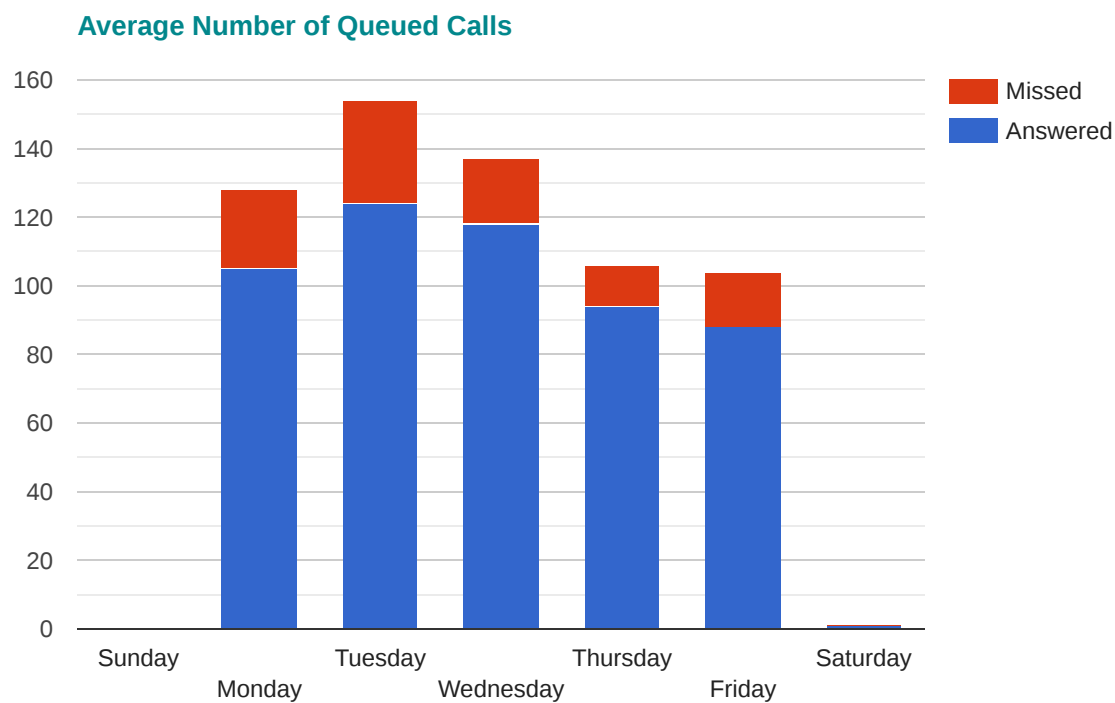
6. What Times of the Day are Busiest for Calls?

Average Number of Calls

Legend:
- Abandoned (orange)
- Missed (red)
- Answered (blue)

Times: 5am, 6am, 7am, 8am, 9am, 10am, 11am, 12pm, 1pm, 2pm, 3pm, 4pm, 5pm, 6pm, 7pm, 8pm
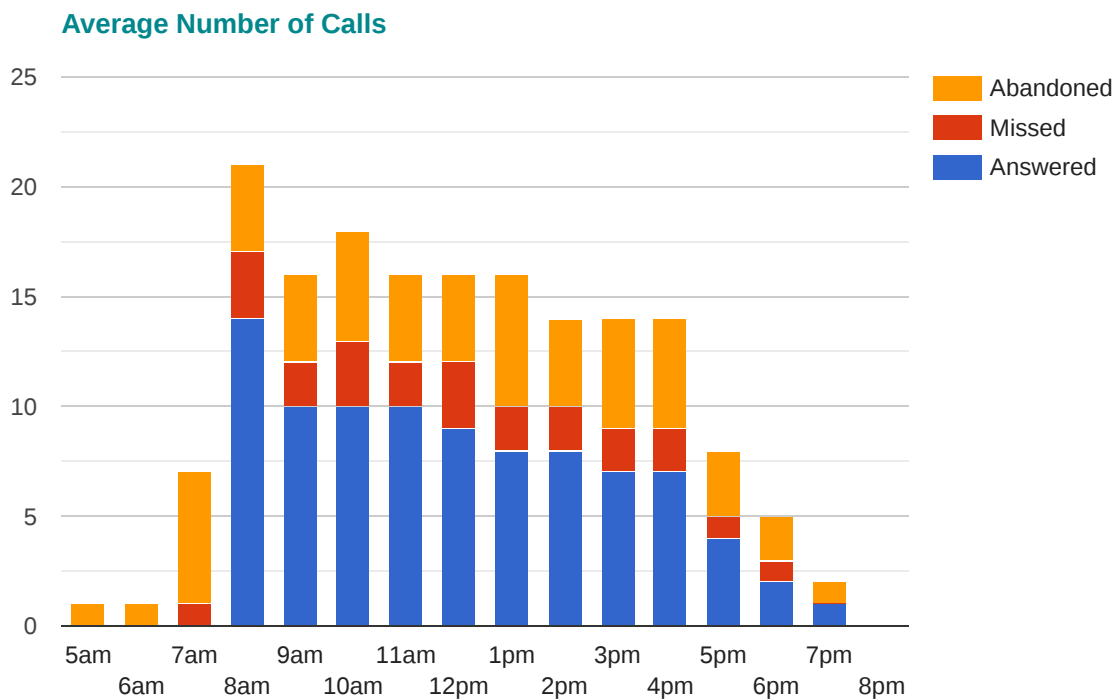
7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

12	
10	
8	
6	
4	
2	
0	

6am 7am 8am 9am 10am 11am 12pm 1pm 2pm 3pm 4pm 5pm 6pm 7pm 8pm

Average Outbound Calls By Day

140	
120	
100	
80	
60	
40	
20	
0	
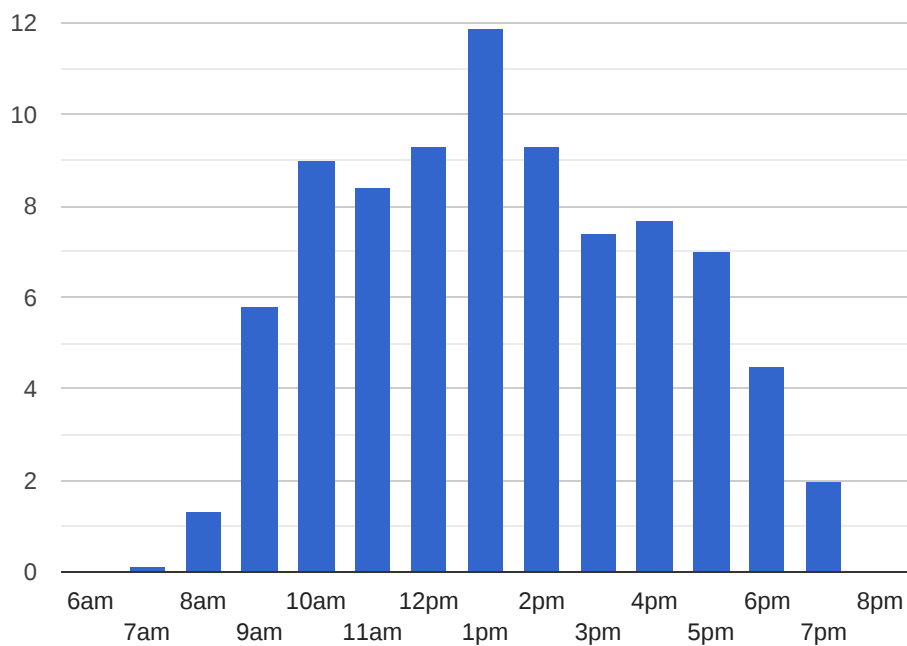
Sunday Monday Tuesday Wednesday Thursday Friday Saturday
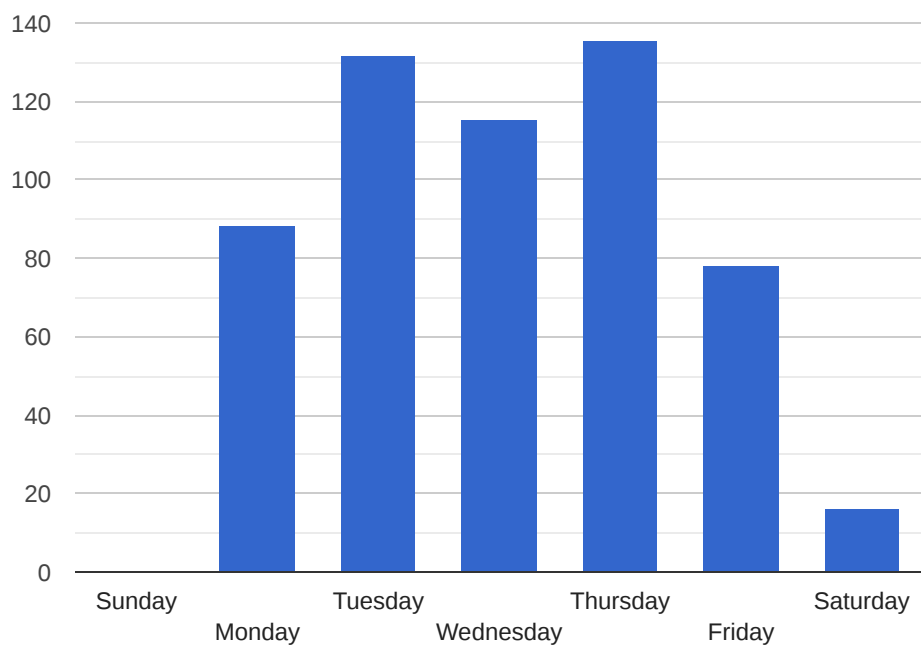
8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

User	Average Call Length
Iris Kirwan-Dixon	03m 02s
Saima Tabassum	02m 58s
Laura Joiner	02m 58s
Jennifer Douglas	02m 51s
Shazia Iqbal	02m 46s
Michelle Dyer	02m 36s
Valerie Williams	02m 20s
Sacha Applegate	02m 09s
Kathleen Lewis	02m 06s
Shannika Boyce	02m 00s
Mehzabin Patel	01m 48s
Charlene Johnson	01m 45s
Wajeeha Ahmed	01m 42s
Hande Albay	01m 26s
Anne Woodrow	01m 25s

Outbound: Average Call Lengths

User	Average Call Length
Anne Woodrow	46m 51s
Sue Kofi	07m 26s
Linda Woolley	05m 41s
Sudeshna Sarkar	05m 16s
Muhammed Patel	04m 12s
Tasneem Adam	03m 57s
Prediba Prabharan	03m 47s
Nabila Din	03m 43s
Balwinder Chohan	03m 25s
Christian Cerra	03m 18s
Iris Kirwan-Dixon	03m 15s
Esha Said	03m 15s
Thanam Ravagan	03m 07s
Steve Maingot	02m 59s
Laura Joiner	02m 54s

9. How Many People are Answering Queued Calls?

Monday Average

Queue: answered — Queue: missed — People answering

Tuesday Average

Queue: answered — Queue: missed — People answering

Wednesday Average

Legend: Queue: answered · Queue: missed · People answering

Thursday Average

Legend: Queue: answered · Queue: missed · People answering

Friday Average

Legend: Queue: answered (blue), Queue: missed (red), People answering (orange line)

Average Number of Callers Choosing

- Main Calendar
- Check and Cancel

Average Number of Calls

- Main Calendar
- Check and Cancel

11. Monthly Summary

Legend: ■ Answered From Que… ■ Outbound — Percent Missed Fro…