

Feature Adoption Webinar Programme

Unlock the power of Surgery Connect and Surgery Assist

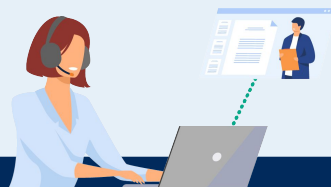
This June, we're excited to announce a **month-long series of free, live webinars** designed to help practices like yours to maximise the tools you already have and discover powerful features you may not be using.

In just 60 minutes, our expert trainers will guide you through key features that can **reduce wait times, lighten staff workload, and enhance patient access** - no matter where you are in your setup journey.

Across **twice-daily sessions**, you'll get practical tips and live demos on how to:

- Cut inbound calls with **self-serve features** like Patient Callback and Check and Cancel (EMIS ONLY)
- Speed up access with smarter **call routing and queue management**
- Simplify workflows using **Phonebar** and **clinical system integration**
- Use data and **reporting** to support modern General Practice goals
- Deploy **Surgery Assist**, Primary Care's first patient-facing AI care navigator offering 24/7 support

Each session includes a Q&A, real life use cases, and CPD-accredited learning signposts to help you implement changes with confidence.



Click the link below to view the schedule and register for a session.

We look forward to seeing you there!

[Explore Schedule & Register](#)

X-on Health and TORTUS Announcement

We are pleased to announce that **we have partnered with TORTUS**, the first DTAC-assured generative AI company in the NHS, with Medical device compliance

Together, we're introducing **Surgery Intellect** - a sophisticated clinical AI assistant available to all GP practices across the UK, regardless of their telephone system. Many organisations are looking into AI medical scribes, but only a select few can achieve the rigorous clinical safety standards required by Medicines and Healthcare products Regulatory Agency (MHRA) certified medical devices. TORTUS sets that benchmark!

One Clinician says that Tortus summarises 95% of a doctor's notes and writes 95% of the patient letter. "Why 95%? Because it's my professional responsibility as a clinician to check the notes", he added.

Surgery Intellect is due to launch in July, with piloting to commence in June. Make sure to join us for our June webinar for learn more, or **register your interest in this feature** using the link below.



Did you Know?

We have now added a **Search function when loading your call flows in X-flow** - making it even easier to locate the item you need to view.

For guidance on loading call flows, [read our dedicated help guide.](#)



[Register Your Interest](#)

[Read Press Release](#) 

June Webinar

Introducing Surgery Intellect,
powered by TORTUS

25th June 2025
10:00AM

[Register Your Place](#)

0333 332 0000 | x-on.co.uk



1. Monthly Summary

Call Summary

Inbound Received

3,821

Inbound Answered

2,200

Average Inbound Talk
Time

2m 20s

Outbound Attempted

3,438

Outbound Connected

2,878 (83.7%)

Average Outbound Talk
Time

2m 18s

Abandoned Summary

Abandoned Calls

1,238 (32.4%)

Average Abandoned Call
Time

34s

Queue Summary

Calls That Queued

2,554

Answered From Queue

2,188 (85.7%)

Average Queue Time
Answered

6m 53s

Missed From Queue

366 (14.3%)

Missed From Queue
Excluding Repeat Callers

305 (11.9%)

Repeat Callers That
Queued

47

Average Queue Time
Missed

4m 14s

Callback Summary

Callbacks Requested

84

Callbacks Successful


82

Callbacks Unsuccessful

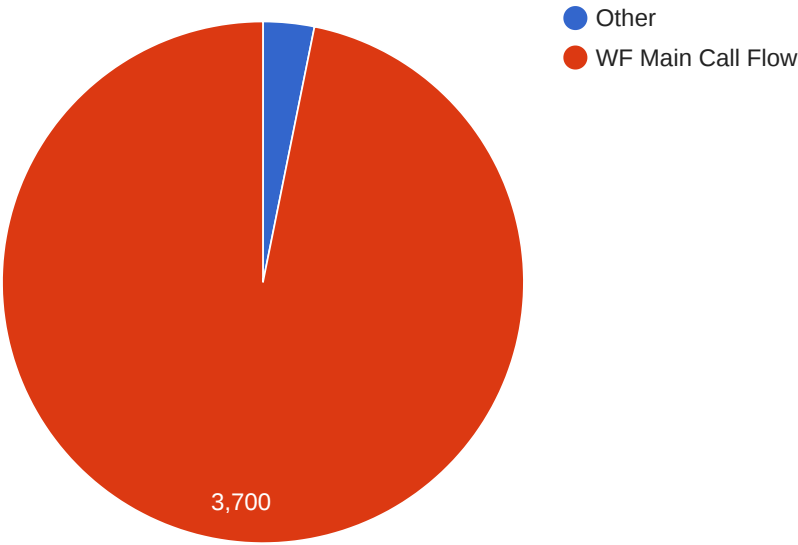
2

Patient Cancelled
Callbacks

0

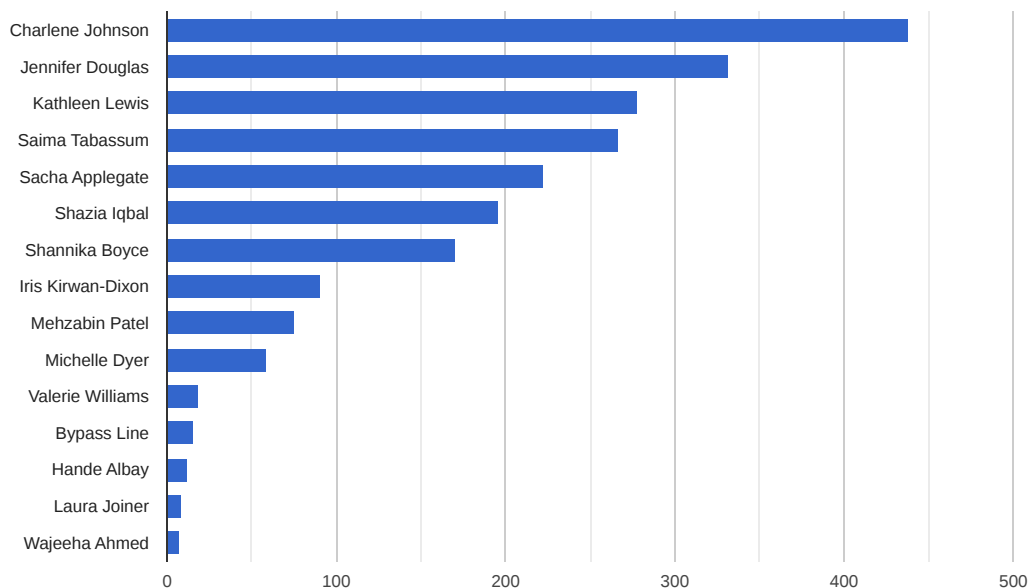
 This data helps inform the reporting for the GP Contract. Read [this article to learn more](#)

2. Which Numbers Took the Most Inbound Calls?



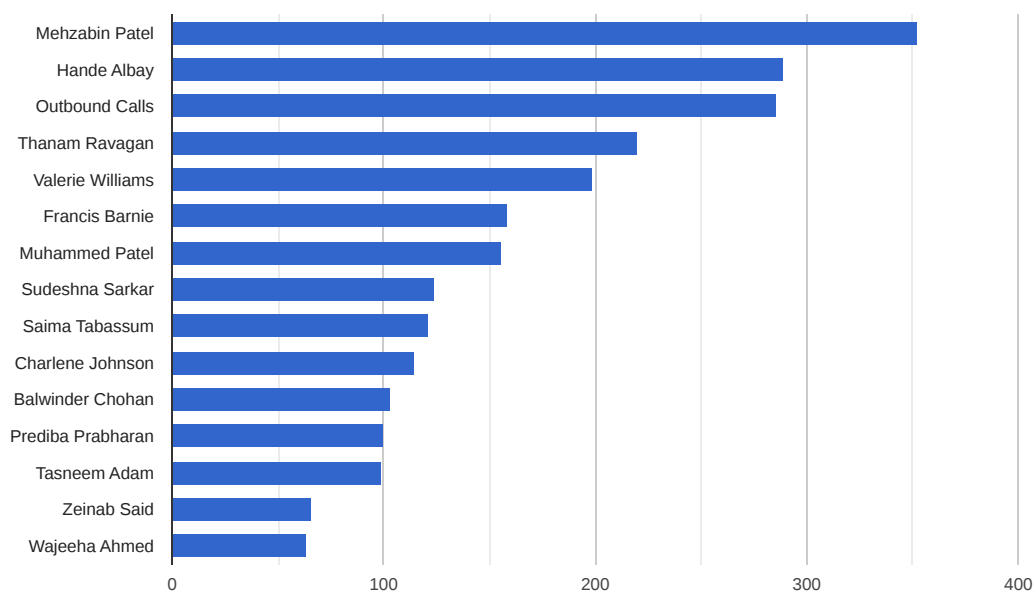
3. Which Users Answered the Most Inbound Calls?

Top 15 Users Answering Calls

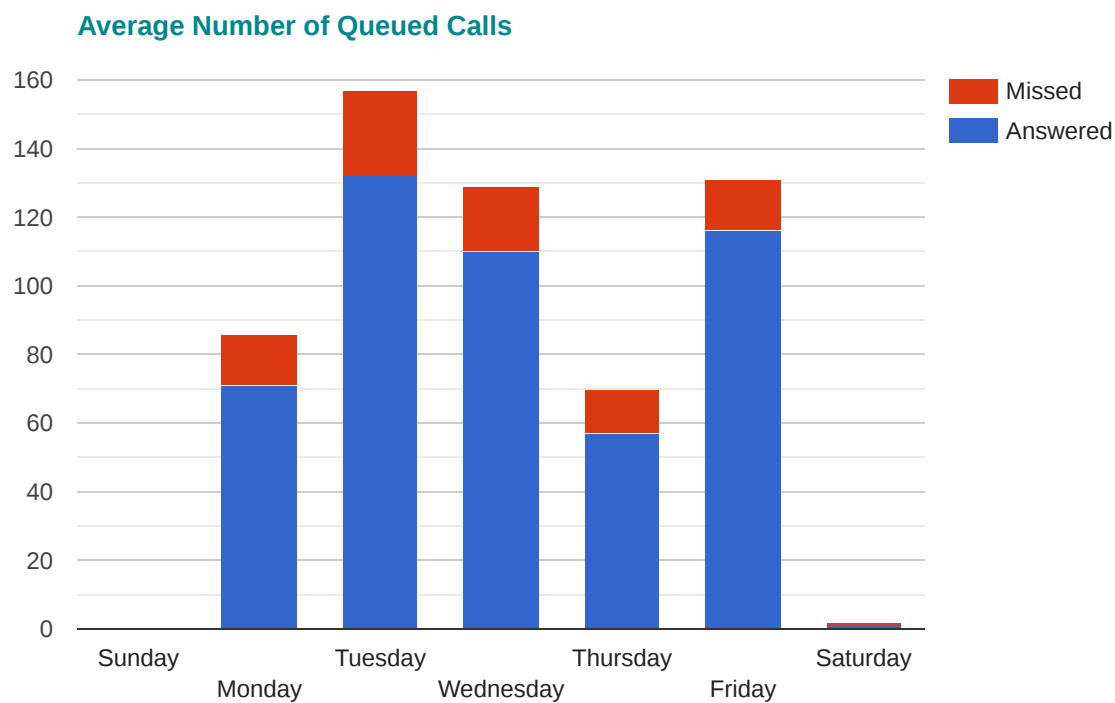


4. Which Users Dialed the Most Outbound Calls?

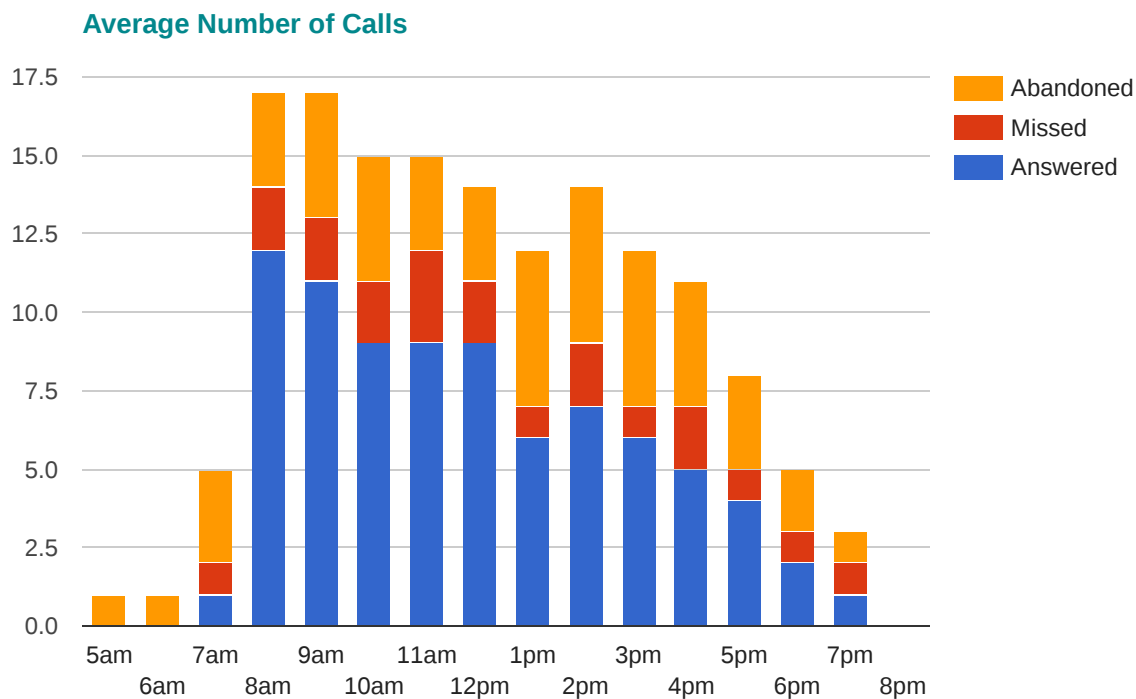
Top 15 Users Dialling Calls



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

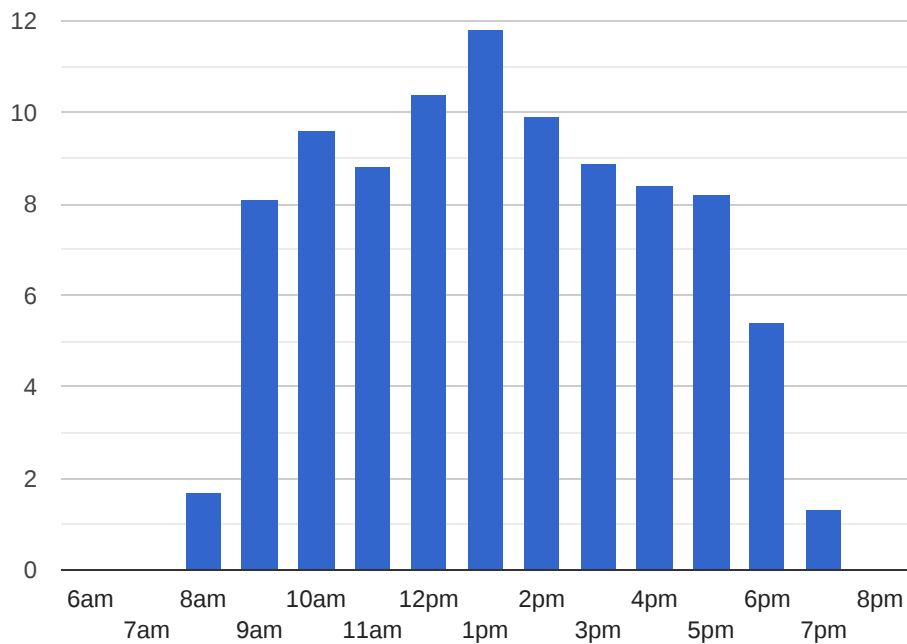


6. What Times of the Day are Busiest for Calls?

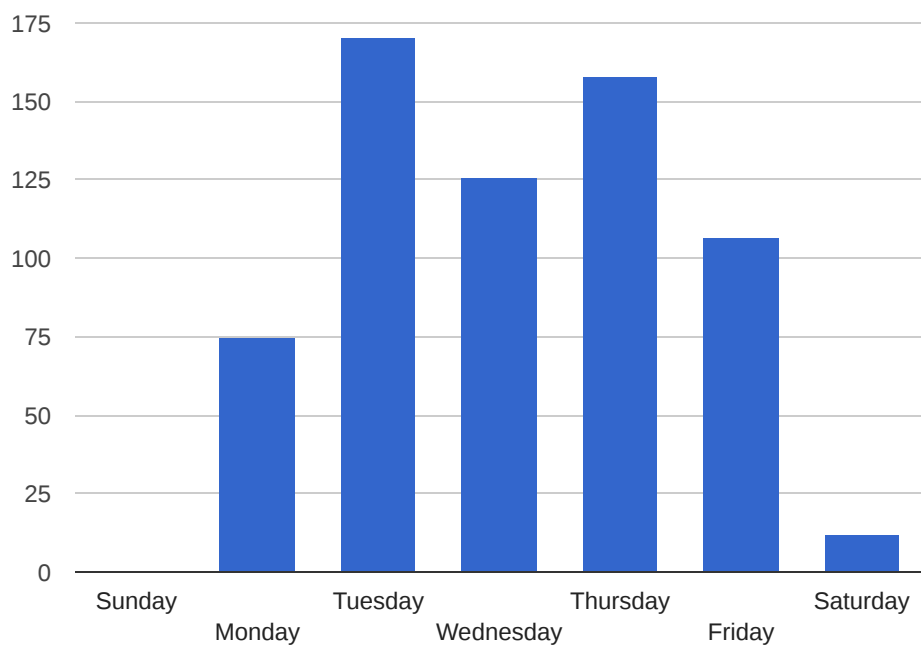


7. When Are We Making The Most Outbound Calls?

Average Outbound Calls By Hour

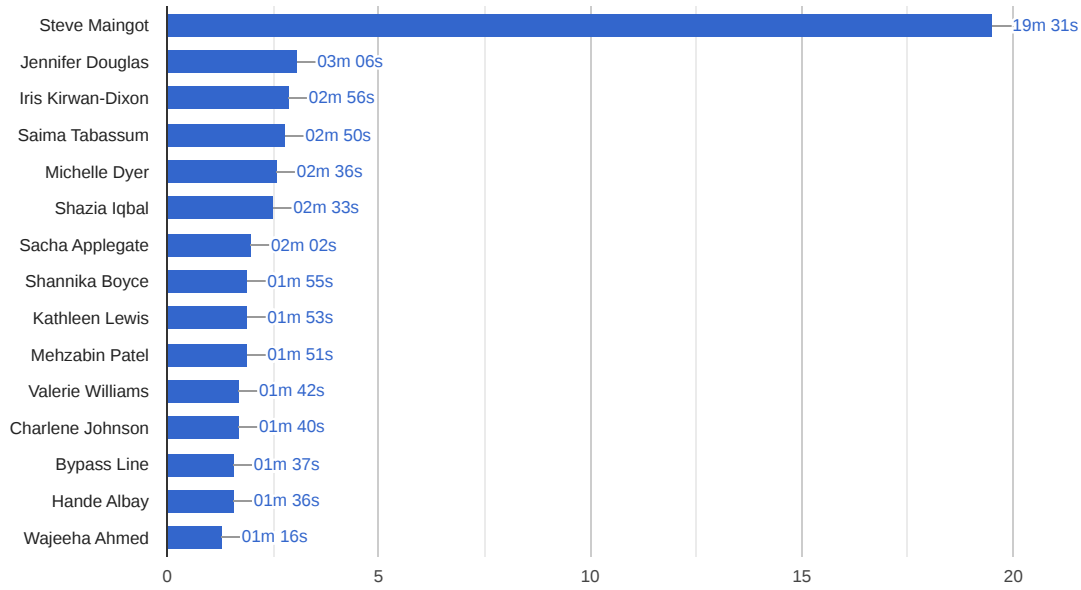


Average Outbound Calls By Day

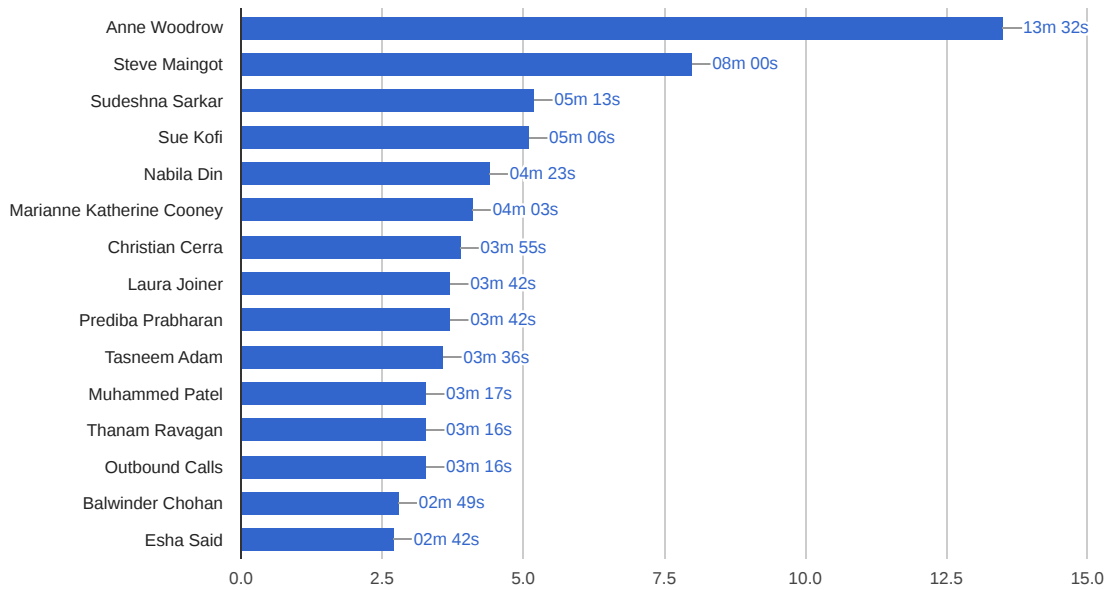


8. How Long do Users Spend on Calls?

Inbound: Average Call Lengths

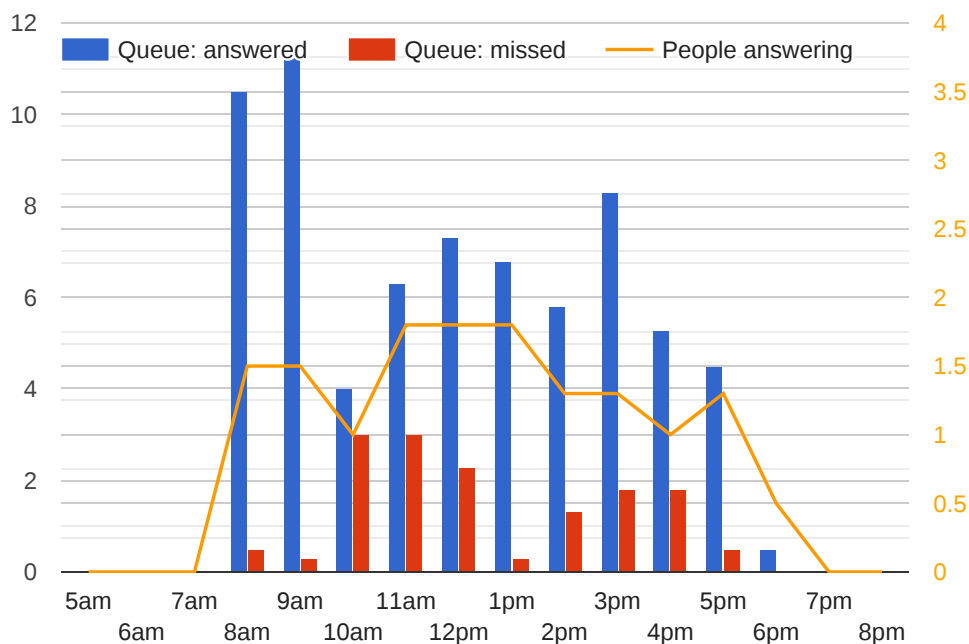


Outbound: Average Call Lengths

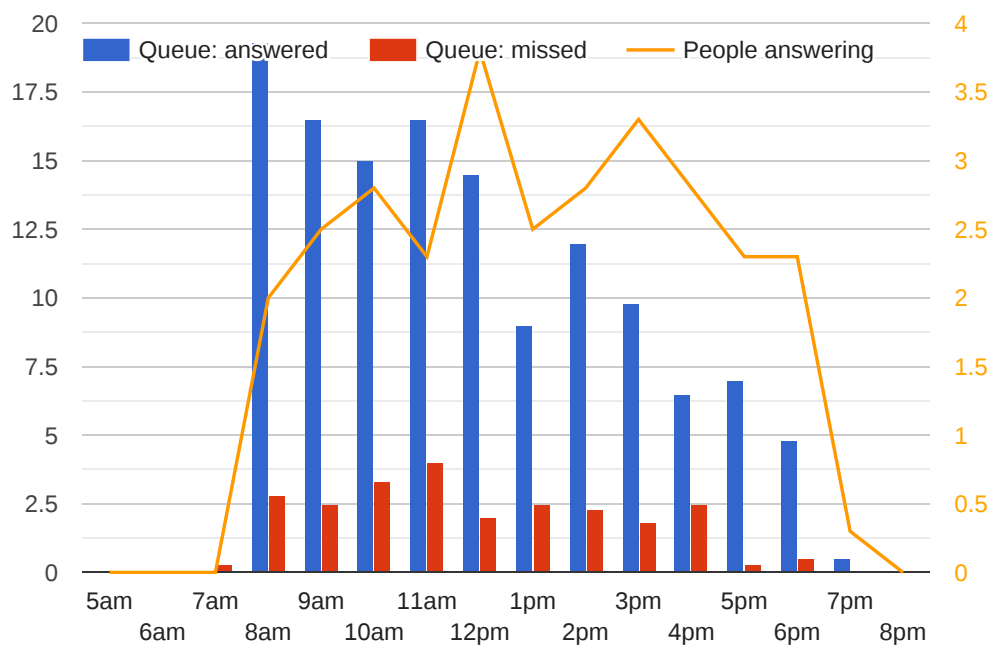


9. How Many People are Answering Queued Calls?

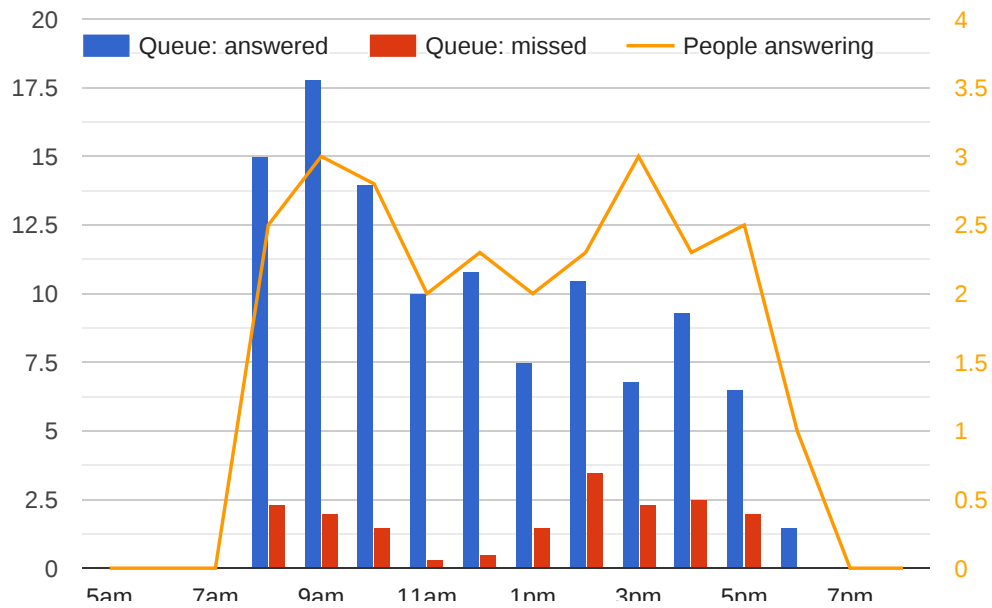
Monday Average



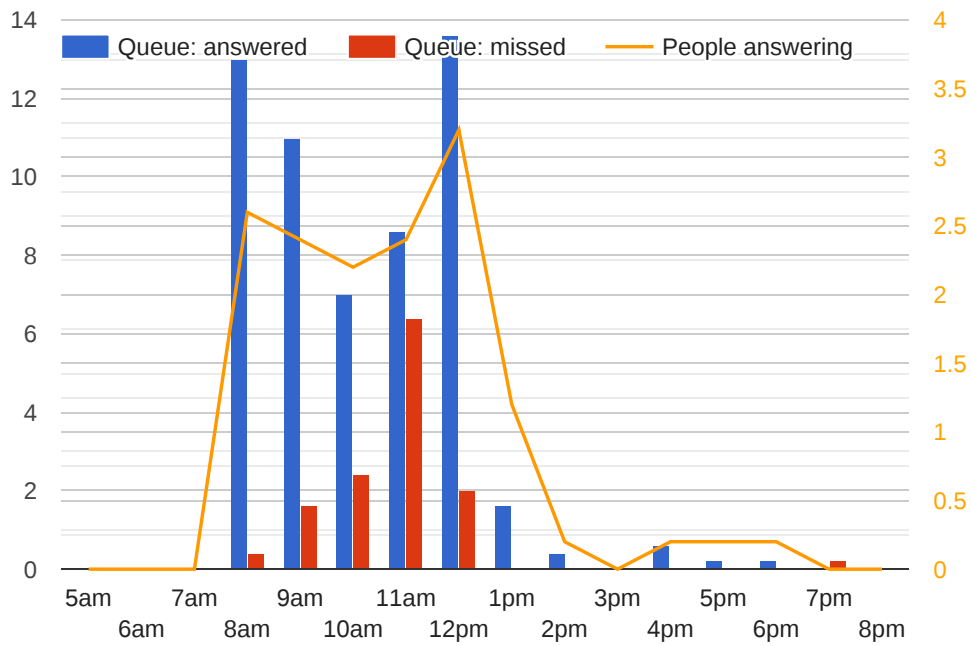
Tuesday Average



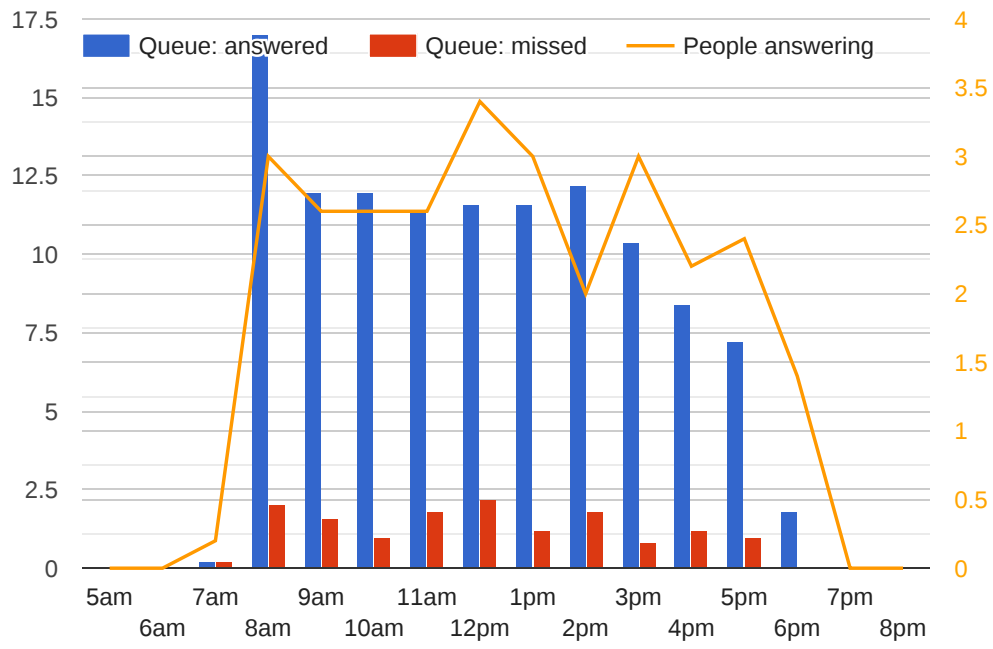
Wednesday Average



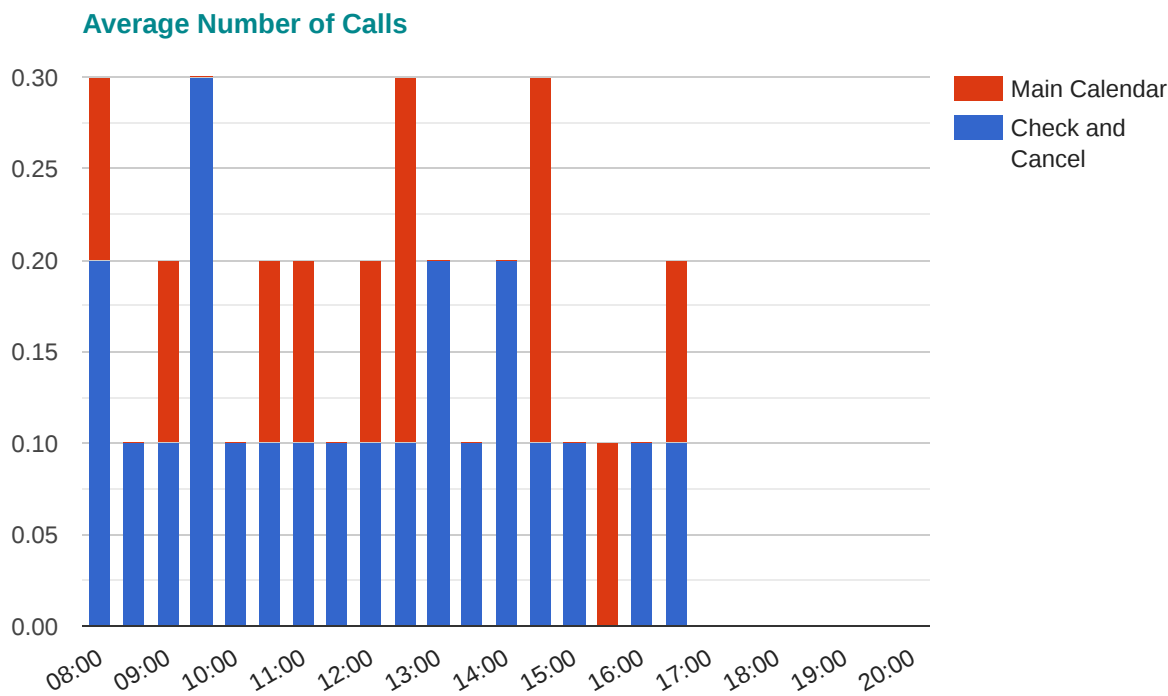
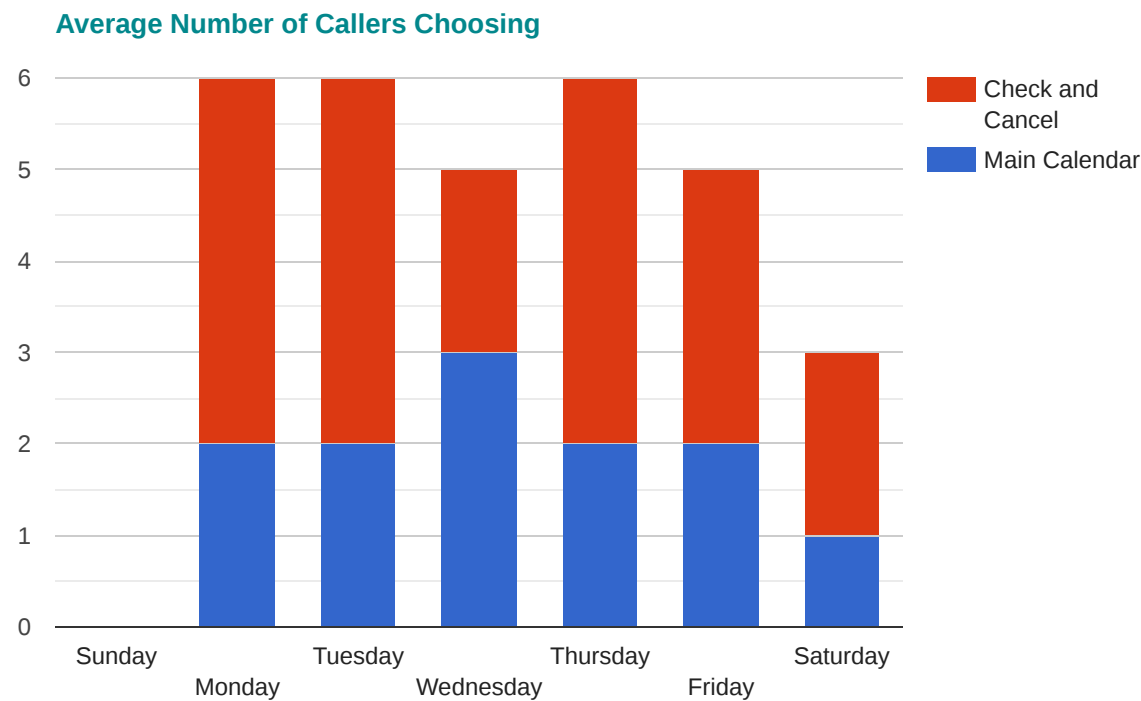
Thursday Average



Friday Average



10. What Choices did Callers Make in the Busiest Menu?



11. Monthly Summary

