

## East Anglian tech firm grows business with NHS

*Suffolk-based firm X-on secures significant NHS contract as GP surgeries across Worcestershire choose X-on technology to improve patient experience*

**11<sup>th</sup> September 2018** – East Anglia-based technology firm X-on has secured a deal with three NHS commissioning groups to deliver cloud-based VOIP telephone services across the region's GP surgeries, helping them achieve NHS plans for more efficient and effective care.

South Worcestershire, Redditch and Bromsgrove and Wyre Forest clinical commissioning groups (CCGs) are going to use the Surgery Connect system from the Framlingham-based firm, which provides telephone technology to hundreds of GP surgeries across the country.

The deal means that the 60-plus GP practices covered by the CCGs will be able to provide over half-a-million patients with easier ways of getting through to their surgery to make and manage appointments. The system should help reduce appointment non-attendance, or DNAs, which are said to cost the NHS around £1bn every year.

Eight out of ten patients book appointments over the phone, according to the latest [GP Patient Survey](#), and a third do not find the process easy. Surgery Connect helps address this by providing a system with many more phone lines and a supporting contact centre that gives patients more chance of avoiding the 'fastest finger lottery' of getting through to the surgery.

With Surgery Connect, patients are able to manage their own appointments and benefit from more modern forms of seeing their doctor, such as through video consultations. It allows practices to operate out of normal hours and enables practice managers to allocate resource more effectively to better meet demand.

The announcement is the latest in a series of contract wins for the company's technology, which is used in hundreds of GP surgeries across England and which is held in high regard by its customers. The win will also help it on its continued recruitment drive, having seen its headcount increase by 20% already in the last year.

"This announcement shows that our team and technology is meeting a real need for patients and the NHS. It gives a real boost for the future of our business, and we are looking to support this with increased recruitment from the area," said X-on managing director Paul Bensley. "Knowing that hundreds of thousands of patients can benefit from Surgery Connect means that we can confidently grow the company and provide long-term opportunities for the region."

### Editor's notes

#### About X-on

X-on is a pioneer of cloud telephony in the UK. With over 18 years of experience, we have worked with thousands of customers across many industries to deliver simple communications choices to benefit their business. We work with healthcare professionals to provide cost-effective communications systems such as Surgery Connect, Contact Centre and Call Recording that are tailored to their needs and allow them to spend their valuable time and money on what matters most - patients. Find out more about our services for healthcare: <http://www.x-on.co.uk/healthcare>

Surgery Connect is available to individual practices, federations and clinical commissioning groups via contact with X-on Technology. Find out more about Surgery Connect at:  
<http://www.surgeryconnect.co.uk>

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