

# HOSPITAL2HOME TELEPHONE SERVICE: UPGRADED TO ANSWER THE NEEDS OF PATIENTS & HCPS



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**Abstract:**  
Abbott is committed to identifying ways to improve our systems and processes to provide patients and HCPs with consistently outstanding service. Recently, the Hospital2Home telephone system received a major upgrade, unlocking a wealth of potential for improving service levels and delivering invaluable support to the NHS, patients and carers.

## DIALLING UP CUSTOMER CARE

As part of Abbott’s commitment to providing patients and HCPs with outstanding service and a smooth, accessible experience, the Hospital2Home (H2H) telephone system recently underwent a major upgrade to the Five9 cloud-based platform. The system upgrade unlocks a wealth of potential for the H2H service, beginning in September with the addition of the Queue Call-Back feature.

Should a patient, carer or HCP call at a busy time and join a queue, Queue Call-Back enables them to hold their position at the press of a button and simply hang up the phone. Their details are then fed back and routed to the next available team member to return their call at the earliest possible time. It’s a simple but hugely beneficial change as patients and HCPs no longer need to remain on hold and can redirect their time and attention in the meantime.

For the H2H service, the call-back system will help improve critical metrics, resulting in:

 <p><b>Reduced average handling time</b></p>	 <p><b>Increased average speed of answer</b></p>	 <p><b>Increased service level</b></p>	 <p><b>Overall greater patient, carer and HCP satisfaction</b></p>
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## CALL-BACK FEEDBACK

H2H Operations Manager, Loretta Bramley-Brant, oversaw the implementation and team training for the system upgrade.

“The launch has been very successful, it’s much more effective than how the system worked previously. The upgrade has really changed the way that we work.”

*Loretta Bramley-Brant*

*H2H Operations Manager*

Even a month after implementation, the feature has already yielded excellent feedback and measurable results – with callers having minimal waits for a call-back.

## AN EVER-IMPROVING SERVICE

As the needs of patients and HCPs change, Abbott continues to identify and develop new ways to improve our processes and systems to deliver the best possible standard of service. The robust teams at the dual sites of Maidenhead and Sittingbourne - including GP Callers, Coordinators, Order Processors, Administrators and the Operations team - are dedicated to delivering invaluable support to the NHS.

Moving forward there are many other opportunities to enhance the service that the H2H team provide. For the phone system alone, this is just the first phase of upgrades, and we are already looking forward to exploring other functionalities for the system in early 2025 and beyond.