

## **Voice Over IP (VoIP) telephony for Oxfordshire GP Practices**

Based on feedback from practices, OCCG and NHS South Central & West CSU have signed a contract to provide Voice Over IP (VoIP) telephony to Oxfordshire GP Practices.

### **Who is the contract with and why were they selected?**

After a thorough evaluation process, with the help of practice managers, Maintel who provide X-On Surgery connect were selected as our provider. Their service provides:

- EMIS Integration
- Extensive call management facilities
- Mobile Phone Backup
- Call reporting Capabilities

### **What will be the cost to GP Practices?**

The first year of this contract is being funded with ETTF funding that the CCG has been awarded. This will be issued on a first come first served basis, although we are hopeful this will be enough for all interested practices. After the first 12 months of the central contract, practices will have the option of extending for a further 24 months. The cost to the practice will be a single monthly cost per handset with the only additional cost premium and international calls. Many practices will see a reduction in their telephony costs compared to analogue systems. Ensuring the contract was cost effective for practices was an essential part of the procurement process.

### **What if I have just purchased a phone system?**

Unfortunately the ETTF funding is limited and therefore we are only able to fund the first year of this central contract where the handsets are included. Whether it makes sense for you to transfer to this contract will depend on the terms in your contract and contract end date, which will be a decision that practices will need to make themselves.

## **How do I find out more?**

Two webex sessions will be taking place on the 31st October and 8th November, from 1-2pm, to demo the product and answer any questions. Invitations will be sent out shortly.

In the meantime, if you wish to read the brochure or view a short video outlining how the system works the links are:

- Video: <https://www.youtube.com/watch?v=TqfHRknFk6k&t=8s>
- Brochure: <https://www.x-on.co.uk/pdf/Surgery-Connect-Future-Proof-Health-Telecoms.pdf>

If you have any questions please contact the Project Manager, David Hopper on [david.hopper3@nhs.net](mailto:david.hopper3@nhs.net)