



# *A simple way to improve your FFT score*

Smart hospitals are looking towards technology to improve the patient experience and increase their Friends & Family Test Score. Using a new technology you can turn pre-appointment anxiety into a positive experience of care, with patient paging and SMS system. Congested waiting areas can be stressful for patients. Some may worry about missing their name being called for their appointment, while others feel uneasy in a noisy room full of people. MediCall and SmartCall allow patients, friends and family to wait where they wish without missing their place in the queue.

MediCall and SmartCall can help you to:

## **Improve the patient experience**

MediCall Pagers improve the patient experience and remove pre-appointment anxiety. Hospital waiting rooms are often daunting and stressful places. With MediCall and SmartCall, patients are free to wander the hospital grounds until it is their turn to be seen. Staff can simply call patients back via pager. Never again do your patients need to worry about missing their place in the queue. And happier patients results in higher FFT feedback scores.

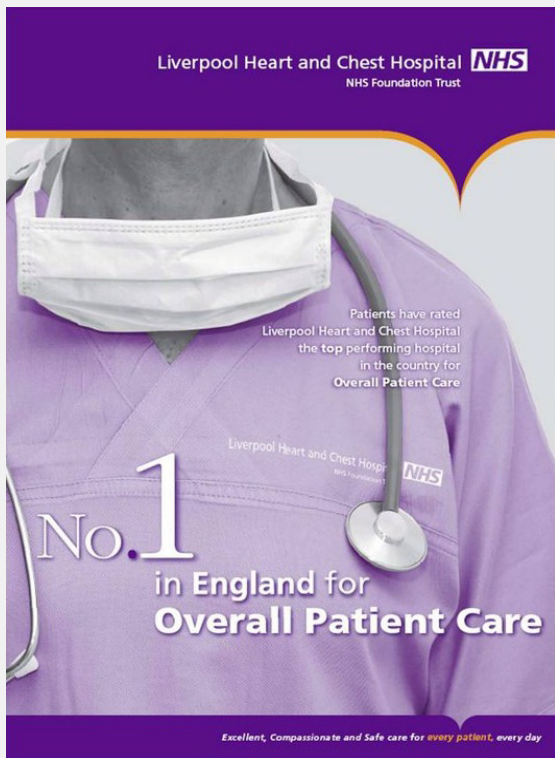
## **Respect patient confidentiality**

Patients have a right to privacy in hospitals. Calling out the names of patients or flashing them up on a screen can cause embarrassment. Patient buzzers solve this sensitive issue as patients can be alerted discreetly. No need for loud name calling.

## **Reassurance for friends and family**

Boost your FFT score even further by considering your outpatients' companions. Friends and relatives often feel anxious waiting for news of their loved one. Providing them with the comfort of visiting the hospital café, place of worship or gift shop without losing touch is crucial. Patient paging systems, such as MediCall, make contacting friends and families easy. It allows them to leave waiting areas and reassure them that they can be contacted when required.





## CASE STUDY: Liverpool Heart and Chest Hospital

Patients often arrive in the Day Ward of Liverpool Heart and Chest Hospital accompanied by relatives or friends. Relatives and friends can wait for up to four hours so the hospital were looking for solutions to reduce anxiety. MediCall was popular with staff, patients, friends and relatives.

*"We are very pleased that we purchased the MediCall system. It makes a noticeable difference to staff, patients and patients' families and friends."*

Liverpool Heart and Chest Hospital  
NHS Foundation Trust

## CASE STUDY: Frimley Park Hospital

The hospital has a busy outpatients' clinic which means the Pharmacy processes up to 200 prescriptions a day.

They were looking for a system which allowed patients to wait where they wish while their prescription was prepared. Frimley Park Hospital had 100% positive feedback on the pagers from a survey. The hospital currently has 4.5 stars on FFT.

***Frimley Park Hospital had 100% positive feedback on the pagers from a survey***

*"The MediCall system is simply a really useful tool – so much so, that I've recommended it to other outpatient departments in the hospital."*

For more information, contact **Juliet Patten**, our healthcare expert, on **020 8381 1338**