

## Swains NHS Offering

Existing **0870/0845/0844** numbers will start to incur inbound charges of 1.5ppm and have been banned by an NHS directive as they are more expensive to patients calling surgeries. It is recommended by the NHS that surgeries move to **03** numbers for consumer clarity and equality of call costs in line with local/national call rates. **03** numbers will cost the same to receive inbound calls at 1.5ppm.

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Swains have put together a bespoke package to assist surgeries and practices to adhere to current legislation. This also provides a cost effective solution while improving customer service offered by practices and surgeries. An **03** inbound number can be provided in conjunction with a virtual number hosted on the telephone network providing several advantages listed below:

- Calls can be queued on the network before they reach the phone system
- Auto Attendant with call routing options
- Network solution reduces the need to upgrade the existing PBX phone system
- Call statistics can be provided for efficiency purposes

Swains also provide outbound call solutions tailored for the NHS/PCT:

- 15% reduction over standard BT line rental rates
- Competitive call rates to mobiles, local and national calls
- Free calls between practice sites if all practice sites become Swains clients
- Reduced premier care rate for business critical lines