

DOCMAIL:

THE PRINT AND MAIL PARTNER OF CHOICE FOR THE NHS

WHAT OUR CLIENTS SAY:

INVERURIE MEDICAL GROUP COUNT UP THE SAVINGS

Inverurie Medical Group, has been counting the savings after three years of using Docmail for their patient communications. Valerie Rorie, IT and Training Manager of the group, has been using the system to save both time and money, she comments:

"I love how easy the process is to do, and the website is very user friendly. This has made a massive saving to the Practice in terms of time, not to mention the cost savings regarding stationery, printer ink and postage.

The website is easy to use, mailings easy to view and edit/delete if required. I also find the staff very helpful if I ever have to call up with a query."



AN INNOVATIVE APPROACH TO FLU

Klaus Green works at The Mill Medical Practice in Godalming, Surrey. At a time when flu vaccinations are reportedly down, Mill Hill Practice has achieved a 79% take up level amongst the over 65s and 53% of 2-4 year old children. Klaus attributes their success to an innovative approach to the process and Docmail.

Klaus says, "We started refining our approach four years ago. We began to use the EMIS search tools to cross check patients and establish lists of patients with the same vaccination requirements e.g. those that only need a flu vaccination and those that need a "once only" pneumococcal vaccination to protect against the commonest strains of infection that cause pneumonia.

We also look at patients eligible for Zostavax, and ended up with four different lists to which we can tailor our messages. The letters are personally addressed to each patient giving them information about why they need to attend and timings. All the lists and the letter copy are set up on Docmail and the system prints, stuffs and delivers the letters. All we do is press the buttons.

The patient letter is not only the prompt to attend but it is also the administration document and includes everything we need for the process which means that we don't have to do any computer look ups on the day. Using Docmail each invitation costs less than a second class stamp, and we meet our contractual requirement to have a robust call and recall service for the clinic."

SAVING BOTH TIME AND MONEY FOR MEDICAL PRACTICES

Sara Ward, from Swanage Medical Practice has been using Docmail to save time better spent helping patients. She comments:

"I find the Docmail system easy to use but if I do have problems the help desk are always very approachable and happy to help.

The system saves a lot of time that used to be spent filling envelopes, particularly when you are doing a large mail out, such as the flu clinics, QoF letters and research."

Alison Moriart, from Robert Darbishire Practice could have not put it simpler when summing up the main benefits of Docmail. She claims:

"Docmail is fast, efficient and of great value to our practice.

It saves us so much time, effort and money."

100%
IG TOOLKIT

GPSoc
Approved Supplier

Jessica Bane, Managment Assistant, Ludham and Stalham Green Surgeries...

"Docmail is both a cost and time effective method for sending patient recall and campaign letters. It is easy to top up our account online which then allows users to send letters easily without having to enter payment information. There is an audit trail within Docmail which is clear and concise, allowing you to see mailings sent, the cost associated and the status of the mailing which is helpful for monitoring the account and money spent.

Their website is user friendly and the process of sending letters is quick and simple. Sending hundreds of letters each month previously took hours, whereas it now takes minutes thanks to Docmail. Docmail also has the capacity for mailings to be scheduled which is beneficial during busy periods or annual leave.

The vast majority of our written communication with our patients is through Docmail. Printing and stuffing envelopes seems worlds away now! Thanks to Docmail.'

For more information on how Docmail can assist your practice please contact:

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