

MULTI SITE STRUCTURE



OVERVIEW

Surgery Connect has an extremely flexible structure and can be configured to cater for single site surgeries through to organisations with multiple sites.

Offering management tools at both an organisation level and at a site level means the service can be viewed as a whole or can be filtered down.

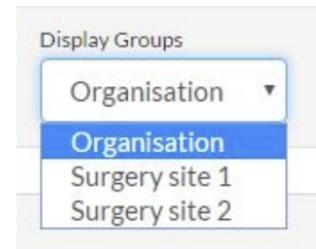
The diagram to the right shows a simple 2 site structure, but the number of sites is limitless with each having its own management access.

The entire service is administered by the Head Office / Service Manager level access which can choose to view the whole service or can filter the call data and recordings to individual sites as required.



Further flexibility is also available. Should you have management staff that look after more than 1 of your sites but do not require full service access, this can be achieved through configuration.

These structure options tie in to the partnership working actions outlined by the GP Forward View study.



CONFIGURATION CONSOLE	Access to the Configuration Console can be exclusively set at the Head Office / Service Manager Level or it can also be made available at the Surgery Site Level depending on the access to call flow management your organisation requires
SURGERY CONNECT CONSOLE	Allowing access to call data and recordings as well as day to day staff management features, the console will show all sites at the Head Office / Service Manager level (with the ability to filter to specific sites if required). The Surgery Site Level access would also show call data and recordings as well as the management features but only for the relevant site.
STAFF MANAGEMENT FEATURES	At both the Head Office / Service Manager level and the Surgery Site Level, managers are able to access quick staff management features, these comprise of staff status changes (DND, Logged Out etc), active number change (desk phone to mobile for example) and distribution group management (making staff active in the main customer call queue for example).
PERSONAL ACCESS	As well as management access at both the organisation and site level, all staff can have their own personal console that only shows call data and recordings that they have been personally involved in.

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