

## **X-on launches Phonebar to bring telecoms to the desktop**

### **The cloud telephony provider behind Surgery Connect rolls-out app for calls and patient messaging to EMIS practices, with SystemOne and Vision customers to follow**

Cloud telephony provider X-on has launched Phonebar; an app to consolidate telecoms and patient communications onto the GP desktop.

The company is already offering Phonebar to practices that use the EMIS record system and will soon offer it to SystemOne and Vision customers.

Paul Bensley, the managing director of X-on, said: "We all know that primary care is under enormous pressure, and that GPs need new and effective ways to handle calls and virtual consultations.

"Phonebar is a telecommunications tool that is designed to address those demands, by enabling GPs to receive and make phone and video calls and communicate with patients without leaving the desktop.

"Phonebar pins to the taskbar, from where it can be maximised to handle calls, send SMS and photo requests, and file call recordings and documents back to the GP record; creating a more seamless working environment for GPs and joined-up service for patients."

X-on is a pioneer of cloud telephony in the UK and is committed to helping its customers to make simple communications choices that deliver real benefit to their organisations.

Its Surgery Connect system was designed to meet the demands of general practice and is used by surgeries to make sure that patients get through to the right service, faster, while reducing the costs associated with traditional phone systems.

The new Phonebar takes this commitment to creating streamlined and effective communications tools a step further. When downloaded onto the desktop, and maximised from the taskbar, it gives GPs access to telephony services and patient communications.

From the Phonebar, GPs can select a device from which to receive and make phone and video calls, from the desktop, their landline, and their mobile. They can look up teams and individuals from their practice directory, or a directory that spans a PCN or the ICS, refer to a call history, or enter phone numbers into the system to make calls.

GPs can also utilise integration with the EMIS Appointment List to view patient records and contact patients, send them SMS messages and photo requests, and file multiple interactions back to the record as a single consultation.

Early feedback from practices that have adopted Phonebar has been positive. One pilot user described it as "excellent" while another said they liked "the simplicity of its use and design" and another said it made it "much easier to navigate the contact list and switch between devices and apps".

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## **Notes for editors**

### **About X-on**

X-on is a pioneer of cloud telephony and was named as the UK Technology/ Digital Solution Provider of the Year in the 2019 General Practice Awards for its Surgery Connect product. In 2020 we won the Best VoIP Software and Best VoIP Vertical Solution categories in the Internet Telephony Services Providers' Association (ITSPA) awards. With over 20 years' experience, we have worked with thousands of customers across many industries to deliver simple communications choices to benefit their business. We work with healthcare professionals to provide cost-effective communications systems such as Surgery Connect, which is tailored to their needs, and allows them to spend time and money on what matters most - patients.

- Find out more about our services for healthcare: <http://www.x-on.co.uk/healthcare>
- Find out more about Surgery Connect at: <http://www.surgeryconnect.co.uk>