



Contact Centres

Flexible call handling from KC Contact Centres: helping to improve local health and social care

About Healthwatch

Healthwatch England is the national consumer champion in health and care. At a local level, Healthwatch work to ensure local people get the best out of their health and social care services, whether it's improving them today or helping to shape them for tomorrow. Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in the future.

What challenges were facing Healthwatch?

Unhappy with their previous contact centre supplier, reliability was key. Healthwatch needed a service that would allow them to increase their opening times, build a knowledgebase and offer a seamless service between the contact centre and their internal departments. It was crucial Healthwatch found a partner they could interact with easily and who could provide a simple, cost effective commercial model.

Solution

Our flexible call handling service easily meets every requirement for Healthwatch. We were able to provide a solution to each of their challenges cost effectively, through a cost per call model.

Benefits

- Being local to Healthwatch, we can easily interact, meeting face to face wherever possible
- We've increased the opening hours of Healthwatch and our 24/7 call handling service gives the option to increase this further
- We have provided Healthwatch with a Knowledgebase and are continuing to develop it
- Flexible payment options with the ability to charge based on usage. This resulted in a cost per call model, making it cost effective
- We worked with the local Healthwatch divisions to ensure we fully understand the business, their processes and their policies which has resulted in a seamless service between KC and internal departments at Healthwatch

"We needed a local partner that we could rely on to help develop our service, and we've definitely got that with KC Contact Centres. We've now made it much easier for customers to get in touch, we have a knowledge base that is continuously developed to enhance the customer experience and the service between Healthwatch and KC really is seamless.

I was pleasantly surprised by the ease of transferring our service to KC Contact Centres"

**Helen Grimwood -
Healthwatch Contracts Manager**

To find out more about how KC Contact Centres can help your business call **0800 915 9000** or email **info@kcontactcentres.co.uk**

