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WHITE PAPER

THE NHS BETTER PURCHASING FRAMEWORK FOR ADVANCED TELEPHONY

HELPING NHS ORGANISATIONS TO BUY
BETTER



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NHS Procurements and Frameworks

The NHS uses procurement frameworks to facilitate the purchasing of goods and services from selected suppliers, emphasising compliance and access for innovative providers. This can last for a maximum of **4 years** before a new tender is published.

Telephony For the NHS

Telephony plays a vital role in a general practice's capacity to provide contracted services to patients. It serves as a public-facing aspect that impacts the overall patient experience, as well as practice efficiency. Not only that, GP telephony contributes to improving business continuity, practice resilience, and the assurance of patient safety. The localised nature of many traditional GP telephony systems has resulted in many practices and clinics falling behind in the latest digital communication technologies.



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What is The Better Purchasing Framework for Advanced Telephony?

NHS England has developed the Better Purchasing Framework to provide recommended suppliers to procure hosted phone systems specifically for primary care. As part of the 2023/2024 changes in the contract, all GP practices and surgeries will be required to procure their solutions from this framework once their current contacts expire.



Who is the BPF For?

The framework can be accessed by any NHS professional who is responsible for purchasing a new cloud-hosted telephony system for primary care. Whether you are responsible for a GP surgery, primary care networks or integrated care systems, you should be aware of the Better Purchasing Framework and the benefits for your healthcare organisation.



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AdaptiveComms is an Assured Supplier on the Better Purchasing Framework for Advanced Telephony.



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Meeting Requirements

In order to join any NHS procurements or frameworks such as the Better Purchasing Framework, suppliers must meet rigorous criteria set out by the NHS. Phone systems from suppliers on the BPF must be:



- Efficient
- Reliable
- Flexible
- Resilient
- Secure



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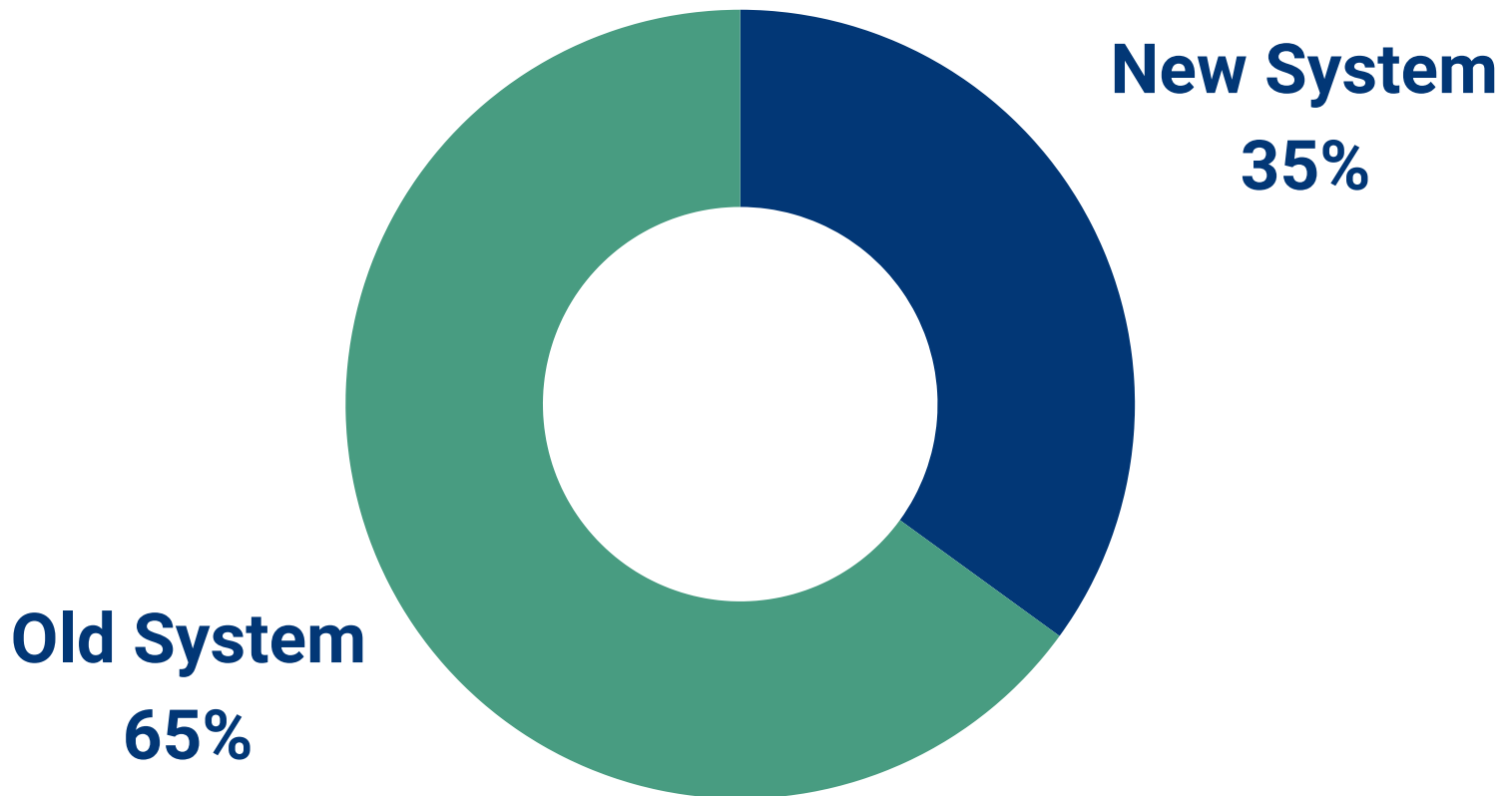


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65 % Of Practices are Still Using Older Phone Systems



Has Your Practice Made The Switch?



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The Statistics

6,376

**GP Practices in England
Alone**



26

**Assured NHS Suppliers
on the Framework**

3 Year

**Maximum Contract
Term**



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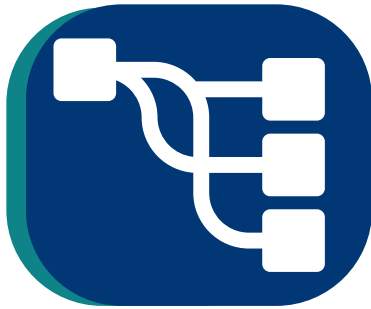
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How Adaptive Phone Can Benefit Your Practice



Automated Scheduled Call Backs

Patients no longer have to stay on the phone to hold their position in the queue. Reduce queue length and wait times by automatically scheduling call backs to patients.



Critical Care Call Routing

Vulnerable patients can automatically have their calls directed to the appropriate personnel to take care of their emergency, saving them and your staff precious time.



Reporting & Call Classification

Practices can now analyse call patterns and patient needs, leading to targeted communication strategies and improvements to service and patient satisfaction.



In-Queue SMS

Send automated and patient-requested in-queue text messages for online consultation links, appointment information and further services while reducing queue volumes.



Clinical System Integration

Seamlessly integrate with EMIS or SystemOne, allowing click-to-dial to patients, see incoming calls contact information, and allow for call recording.



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Next Steps

£50

Donation

For every 10 Users



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- ✓ Recommended Fixes and Solutions
- ✓ Phone Use Diagnostics
- ✓ Telephony Roadmap

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