

Joanne Hope

Balsall Common & Meriden Group Practice
1 Ashley Drive
Balsall Common
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01676 536 833
3rd May 2019

Dear Joanne,

I write to you in regard the recent issues experienced with the telephony at both the Balsall Common & Meriden practices.

These issues were the result of an upgrade to the practice telephony solution that will in the long term improve the call handling and productivity of the practices and in turn give the patients a better experience and call journey.

Unfortunately, the planned upgrade did not go in as smoothly as anticipated resulting in a number of issues and patient complaints. Pure Cloud Solutions are conducting a full internal investigation to understand the reasons for this and to make changes to internal processes where necessary to mitigate the risk of this happening again in the future.

I want to reassure you that Pure Cloud Solutions take matters such as this extremely seriously and that all shareholders and employees understand the potential impact that any issue with telephony can have not only to staff but also patients.

To that end I would like to offer the staff and patients at both Balsall Common & Meriden practices our sincere apologies on behalf of all from Pure Cloud Solutions and to reiterate that we are committed to doing everything within our power to make sure the practice does not have a repeat of this incident for the remainder of their contract with PCS.

Yours Sincerely,

Jamie Lake



Commercial Director
Pure Cloud Solutions

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