



111 Call Audit System

Practice Plus Group's end-to-end Power Platform solution for auditing over 2.8 million 111 calls per year.

Requirements

Practice Plus Group is the largest independent provider of NHS services in England. To maintain their excellent reputation, they continually monitor incoming 111 calls for quality assurance and training purposes. These audits create the foundation for supporting employees with tailored feedback and training, with the goal of driving excellent patient outcomes.

Business Challenges

The previous process relied on auditors completing Excel templates that were time-consuming and prone to collecting non-uniform data, leading to time inefficiencies and troublesome reporting. Follow-up actions were also heavily manual, with emails and data duplication, creating administrative overheads and delays for employees waiting for their feedback.

The Solution

Encodian delivered an end-to-end Power Platform-based solution which transformed 8 Audit Templates into a model-driven App to standardise data input and consolidate data. This has streamlined information capturing as auditors can quickly complete scheduled or same-day audits without the pain of retrospectively consolidating Excel sheets.

Case Study



**Practice
Plus
Group**

Customer

Practice Plus Group

Industry

Healthcare

Seat Size

1000 - 5000

Location

UK, Multiple Locations

Microsoft Products



Power Apps



Power BI



Power
Automate



Dataverse



Microsoft 365, Sorted.

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Dataverse was chosen to support complex relational datasets. This created the foundation for flexible and granular reporting to enable data-driven decision-making and ensure the security and lockdown of sensitive data.

This data source is overlaid by PowerBI, which surfaces key KPIs and allows for granular insights, such as comparing results between individual auditors or locations to spot trends. This information can be quickly used to further enhance training and processes and spot operational backlogs, which can now be quickly remediated.

Each stage of the process is driven by Power Automate. This includes automations that power the scheduling, follow-up, and generation of feedback documents to reduce required manual intervention significantly.

Business Outcomes

The solution aims to deliver direct cost savings by eliminating overtime and reallocating one full-time employee. This equates to £70,000 per annum and delivers an ROI in less than 12 months of full adoption.

Softer benefits include improved employee experience for those being audited, fewer headaches for the auditors themselves and enhanced insights into the process, enabling training and operational leaders to make data-driven decisions to improve patient outcomes.



Barry Nee

Chief Information Officer

“Encodian have been the ideal partner for us. Their technical expertise in combination with their background in Healthcare has helped us see the value we can deliver with the Microsoft Power Platform.”