

# Shap Medical Practice

## Cumbria-based GP surgery

UPGRADE ITS  
ADMINISTRATIVE SYSTEM  
WITH AN INNOVATIVE  
WORKFLOW SOLUTION

Working with SpeechWrite Digital, Shap Medical Practice, a busy, three-strong GP surgery, has freed up its administration team from intensive typing tasks by adopting a market leading voice recognition system that produces instant typed text from a live voice recording. GPs can now generate typed and formatted correspondence themselves, decreasing reliance on clerical staff, which is crucial during administrative surges and staff absences.

### THE CHALLENGE

As with all primary care environments, Shap Medical Practice relies on the swift production of clinical documentation in order to process patient requirements and authorise onward treatment accordingly. Large numbers of vital documents are produced after each point of care session to support consultations and instruct referrals. The surgery had already installed a digital dictation solution to route a doctor's recorded notes to the secretarial team for typing but wanted to maximise efficiency in terms of staff resourcing and the generation of clinical documents by reducing audio typing tasks or even replacing them completely.

### OBJECTIVE

- Create time efficiencies using voice recognition technology

### SOLUTION

- Dragon Medical Practice

### THE BENEFITS

- Easy to use
- Increased time efficiency
- Freed up clerical resources for alternative tasks
- 99% accuracy
- Three times faster than typing
- Customised support



“Dragon Medical...  
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been a vital benefit...”

## THE SOLUTION

SpeechWrite Digital provided a consultation on speech recognition systems and their application into primary care. The company identified that a market-leading voice recognition system called Dragon Medical could be deployed into Shap's current digital dictation system to enhance its functionality and offer an additional tier of clerical support.

Dragon Medical Practice produces instant typed text from a live voice recording. As Dragon Medical is designed specifically for use in healthcare environments, it quickly recognises clinical terminology and applies it to documents. After an on-site demonstration from SpeechWrite, which revealed both the voice-to-text accuracy and speed of delivery, Shap opted to go ahead with this recommendation.



“All our doctors are equipped with Dragon Medical for time saving measures. Now we can create letters and clinical documents ourselves, it means our clerical team can concentrate on other surgery business rather than invest large amounts of time into typing tasks. All elements of this application have been useful to our GPs – but its time efficiency has been a vital benefit.”

Dr Allister Woodstrover,  
GP for Shap Medical Practice

- ▶ GPs can now navigate their PC using just their voice to enable efficient file generation - maximising the speed of creating letters, referrals and patient notes. As speaking is three times faster than typing and Dragon Medical boasts up to 99% accuracy in voice processing, this practice improved the digital dictation methods from good to excellent.

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