

Baslow Road Surgery

Sheffield GP surgery

TRANSFORMS ADMIN
SYSTEMS WITH INNOVATIVE
DIGITAL SOLUTION

Baslow Road, Shoreham Street and York Road Surgery, a busy GP practice in Sheffield, was looking to upgrade its digital dictation system. The team of GPs, operating across all three sites, needed to turn around the dictation and transcribing of medical notes as quickly as possible to maximise efficiency and provide the best possible service to thousands of patients. SpeechWrite Digital, a business that specialises in providing digital dictation services, was recommended to one of the GPs as a company that would be able to upgrade the practice's system cost effectively.

THE CHALLENGE

Serving 12,500 patients, the surgeries at Baslow Road, Shoreham Street and York Road have a large staff of seven GPs, five practice nurses, two healthcare assistants, four advanced nurse practitioners and 18 support staff, many of whom work across all three sites. A huge amount of medical notes need to be recorded on a daily basis and a number of staff needed a digital dictation solution that was easy to use and offered excellent value for money.

OBJECTIVE

- Upgrade of digital dictation system

SOLUTION

- SpeechWrite Enterprise

THE BENEFITS

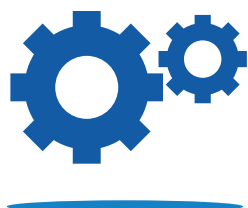
- Cost effective
- Simple to use
- Easy to understand
- Increased efficiency
- Improved workflow
- Friendly and practical technical support

“They solve any problems quickly and are always friendly and approachable.”

THE SOLUTION

The practice management team decided that the surgeries needed to upgrade their digital dictation system to increase efficiency and reduce costs. SpeechWrite provides tailor-made solutions for healthcare professionals, whether they are working in a large hospital or a small medical practice, and was recommended to the Baslow Road team. After undertaking a trial to see exactly what the medical practice needed, SpeechWrite recommended its Enterprise solution, which features central administration and advanced workflow features for authors and typists. Documents can now be dictated

in any location and accessed and transcribed without delay by 10 users at the practice.



SpeechWrite was chosen not only because its proposed solution was highly cost effective but also because the surgery staff found the system very practical to use and, in the event of any queries, found the support team to be very approachable, friendly and helpful.

“Staff on the SpeechWrite support team don’t assume that we are all really technically minded and make sure that we understand exactly how to make the system work best for us. They solve any problems quickly and are always friendly and approachable.”

Lesley Middleton, Assistant Practice Manager, Baslow Road Surgery