



# Ellesmere Medical Practice

## Busy GP practice ADOPTS DIGITAL DICTATION AND VOICE RECOGNITION SOLUTION

In collaboration with speech processing specialists SpeechWrite Digital, Ellesmere Medical Practice has replaced its outdated analogue dictation system for the production of clinical documents. The practice has improved efficiency and service for its thousands of patients in rural Shropshire by introducing a digital dictation solution alongside voice recognition, which creates an instant voice-to-text option.

### THE CHALLENGE

Ellesmere Medical Practice generates huge amounts of clinical documentation to support consultations, referrals, reports and administrative tasks. Staff have always relied on the traditional dictation process of a doctor dictating notes and physically handing mini-cassette tapes to administrative staff for audio transcription.

This system was reliable and familiar but also time consuming and laborious. It was also becoming increasingly impractical with GPs engaged in back-to-back appointments with no time to spare on administrative tasks. The tapes also gave no indication as to which patient the recording corresponded or how urgent it was.

### OBJECTIVE

- Improve administrative practices in order to better meet patient's needs

### SOLUTION

- Philips SpeechExec Pro
- Dragon Medical Practice

### THE BENEFITS

- Maximised clerical resources
- Documents generated three times faster with 99% accuracy rates
- Quick sending and receipt of documents via automation
- Quick file recognition and traceable audit trail
- Improved audio quality
- Healthcare-focused voice recognition
- Optimised post-sales support and product training



“...voice recognition... maximised our time efficiency and took pressures off our internal clerical staff.”

## THE SOLUTION

SpeechWrite Digital deployed three tiers of technology, Philips SpeechExec Pro, Dragon Medical and SpeechMike USB digital recorders to create crystal clear digital recordings and to route them for transcription via the practice network or email by docking the recorder to a GP's PC.

Dragon Medical is designed specifically for healthcare so it quickly recognises verbal clinical terminology. Dragon Medical Practice voice recognition means

GPs can produce typed correspondence themselves at the initial point-of-care stage, which is a very useful time saving tool. The practice can also now route, list and receive dictation tasks for audio transcription at the touch of a button. Doctors can even route a dictation from their PC during a patient consultation.



“ The decision to adopt voice recognition was an operational one. Overall, the surgery wanted to improve our administrative practices in order to better meet our patient's needs. As voice recognition enabled our four GPs to create typed text instantly, in both a correspondence format and within EMIS, this significantly maximised our time efficiency and took pressures off our internal clerical staff. ”

Jenny Davies, Practice Manager  
for Ellesmere Medical Practice

► This enables the secretarial team to receive a steady stream of new jobs which are received, listed, formatted and archived in a Microsoft “Outlook” style for quick file recognition, while also easily seeing recording length, the author and the priority settings.

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