

Forge Road Surgery

INNOVATIVE DIGITAL SOLUTION

REPLACES ANALOGUE AT
WELSH GP PRACTICE

Forge Road Surgery, a GP practice in North Wales, needed a substitute for its outdated dictation process. As a busy medical practice, it's essential that the dictation and transcribing of medical notes and other data is as straightforward and speedy as possible. SpeechWrite Digital, a company specialising in voice-recognition technology, was able to upgrade Forge Road Surgery's digital dictation system by supplying a solution that was both easy to learn and simple to use.

THE CHALLENGE

Forge Road Surgery is situated in Southsea, north-east Wales. The village is on the River Gwenfro, on the western fringes of the town of Wrexham. Forge Road is a modern, purpose-built facility and there is also its sister surgery in the neighbouring village of Brymbo. The 14-strong practice team across the two sites has three GP partners, four fully-qualified nurses and a health care support worker, backed up by administration staff.

In terms of its dictation methods, GP notes would be typed out by the administrative support staff, including referral letters, correspondences and other documentation. The existing system in place – which was analogue tape machines to record dictation, then playback for transcription – became untenable when the equipment itself was obsolete and could not be replaced with a contemporary analogue equivalent.

OBJECTIVE

- Improve overall practice efficiency

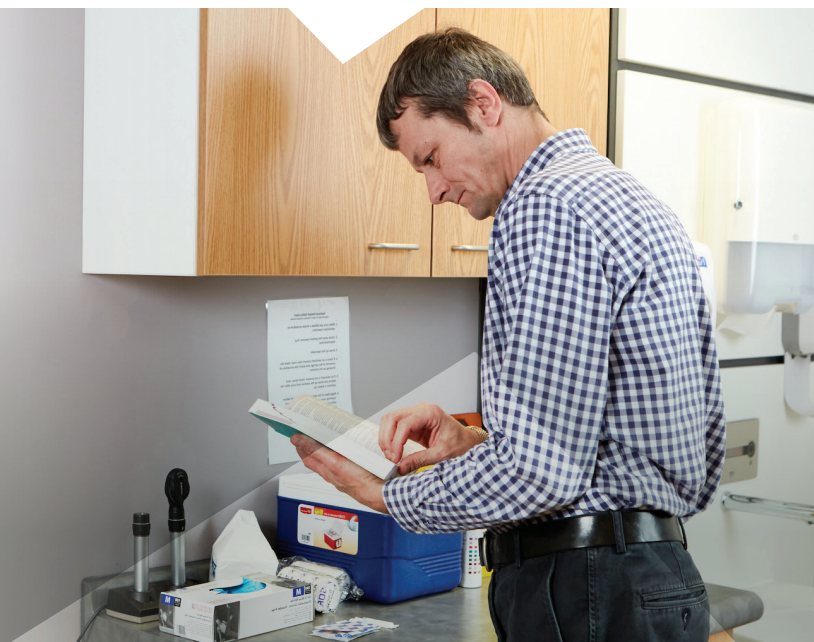
SOLUTION

- SpeechWrite Enterprise plus SpeechMike microphones

THE BENEFITS

- Dictation integration with medical records system
- Greater accuracy of transcription
- Easy installation
- Impressive medical vocabulary
- Improved sound quality
- Reliable technical support

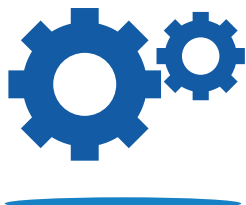
“SpeechWrite worked with us to provide a solution that ticked all the boxes.”



THE SOLUTION

It was agreed that a new system was needed. Digital dictation specialists SpeechWrite Digital was approached by the practice manager, with a view to finding a solution. After carrying out a trial, they understood and identified the medical practice's needs and proposed a solution using Digital Dictation technology.

SpeechWrite recommended SpeechWrite Enterprise technology, in conjunction with SpeechMike microphones. Under the new system, two GPs and two locums dictate, with two secretaries transcribing. Integration with the existing medical records system meant that patient information can be easily pulled through to their dictations. Dictation sequences can be downloaded in real time and the software is fully secure, with no concerns regarding confidentiality and patient privacy.



“ The SpeechWrite digital dictation technology easily surpasses our old analogue system. We have found it simple to use and good value for money. In the old system, tapes could get lost or damaged, which is not the case with digital recording files. We required clear dictation, clinical software integration and an audit trail, and SpeechWrite worked with us to provide a solution that ticked all the boxes. ”

Paula Smith, Practice Manager,
Forge Road Surgery