



# Parkway and Holmside Medical Groups



**SpeechWrite instigates digital solution**  
TO NEWCASTLE MEDICAL PRACTICES

Parkway Medical Group and Holmside Medical Group are two general practices in the West End of Newcastle-upon-Tyne. Parkway treats minor ailments onsite, as well as providing specialist management of ongoing long-term conditions, with clinics covering a wide range of healthcare issues. Holmside offers high-quality family GP services, through a forward-thinking flexible group of doctors and healthcare professionals, who have treated generations of local families.

## THE CHALLENGE

Both practices are busy on a daily basis. Parkway employs 21 staff looking after 8,200 patients, while Holmside has 28 staff caring for 9,500 patients. The practices were already using digital technology, but sought to integrate an upgrade to Enterprise software into the existing EMIS Web technology. Dictation and document generation is a vital part of the practices, with time-sensitive, confidential material transferred between doctors, medical consultants and secretarial staff. As a result of software upgrades and digital advances, the existing Olympus digital dictation solution became obsolete, so a replacement was required.

## OBJECTIVE

- Digital dictation upgrade

## SOLUTION

- Philips SpeechExec Enterprise with EMIS Web integration

## THE BENEFITS

- Integrated with EMIS Web
- Uncompromised security
- Easy to use
- Maximised efficiency
- Support package
- Hygiene friendly
- Real-time dictation flow.



“The new hardware... enabled a quick turnaround. To say the new technology has made a difference to us would be a huge understatement”.



## THE SOLUTION

SpeechWrite worked closely with Parkway and Holmside to provide advice on the best solution and how Philips Dictation technology would enhance the patient care offering. Philips SpeechExec Enterprise technology was installed in both instances, in conjunction with SpeechMike 3 microphones.

There are no security concerns or questions of confidentiality, as the software provides full encryption and secure file transfer. By using enhanced digital dictation, the medical centres can now maximise the capability of both their existing EMIS electronic patient record (EPR) system and their digital dictation software. When creating a standard dictation, patient information including patient profile, date of birth, IDs and EMIS properties can be imported directly from the EMIS Web clinical systems and embedded into the dictation document. With this level of integration,

the direct link to the EMIS patient ID eliminates errors. The Enterprise system offers straightforward information presentation and updates on dictation status and progressing work in the pipeline. SpeechWrite also provides both practices with ongoing on-site and remote maintenance.



“ The Philips Dictation system installed by SpeechWrite is already proving its worth. With digital technology so much a part of everyday life, it’s natural to implement the best possible solutions in our medical practice. SpeechWrite advised us on what to install and demonstrated to our staff how to get the best out of it. ”

Donna Aydon, Practice Manager at Parkway Medical Group