



St Anne's Group Practice

Kent GP practice
MAXIMISES EFFICIENCY
BY ADOPTING AN
OUTSOURCED
TRANSCRIPTION SERVICE

Working with SpeechWrite Digital, St Anne's Group Practice has upgraded its workflow management system across its two sites in Kent to create digitalised patient documentation securely, accurately and efficiently. It chose SpeechWrite Outsource, a leading outsourced transcription service to provide a modular typing resource, in order to maximise the effectiveness of the practice's internal administrative team and meet the needs of an ever-increasing clerical workload.

THE CHALLENGE

St Anne's Group Practice operates from Herne Bay and Beltinge and comprises eleven doctors, eight nurses, three healthcare assistants and an experienced administration support team, looking after up to 15,000 patients between the main site and branch surgeries. The practice had already installed a digital dictation system which allowed doctors to record files to forward to the secretarial team for audio transcription. SpeechWrite was called in to advise on a system that would optimise the established digital system but also add flexibility and resources for the growing levels of administrative traffic.

OBJECTIVE

- A new workflow solution with outsourced transcription service

SOLUTION

- Philips SpeechExec Pro
- SpeechWrite Outsource

THE BENEFITS

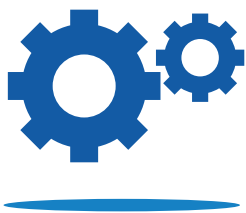
- Flexible working
- Maximum security
- Increased clerical capacity
- Flexible billing for outsourced service
- Crystal clear sound quality
- Speedy turnaround of clinical documents



“The outsourced transcription element... increased clerical capacity during busy mailing periods.”

THE SOLUTION

SpeechWrite Digital installed Philips SpeechExec Pro, a leading workflow management system onto the doctors and secretaries' computers, which were all networked into the surgery local area network. SpeechWrite deployed its roaming system into the practice so doctors can dictate in any practice room using their USB SpeechMike recorders, routing a crystal clear recording for transcription at any configured PC, even during a point-of-care session.



In order to speed up document turnaround time and maintain high levels of clinical document output, SpeechWrite brought in its outsource transcription service to provide a modular add-on typing resource.

“ The new workflow solution provided St Anne’s with a new level of flexibility; the digital system means that doctors’ recordings can be created at any of our branch sites. They then appear instantly at the main practice on a secretary’s desktop with full amendment options and easy navigation. The outsourced transcription element has been an incredible help; not only does it ease pressure on the practice during periods of sickness but has actually increased clerical capacity during busy mailing periods.”

Dawn Simmons, Practice Manager
for St Anne’s Group Practice

► This 24/7 service covers all eventualities such as staff absence, holidays and workload surges. It is highly secure, providing an encrypted platform for GPs to upload any dictated documents to a secure server for speedy transcription by an experienced team of UK based transcribers in as little as one hour. The service operates on a pay-as-you-use tariff, making it excellent value for money.

For more information please contact our team:
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