



Speech recognition has major impact

At Ashworth Street Surgery

Challenge

- Reduce the secretarial team's significant backlog
- Eliminate time spent on inputting data and correcting manual typing errors.
- Find a system in which patient consultations, referral forms, and referral letters are completed promptly and with ease.

Solution

- Dragon Medical Practice Edition
- Training & support from Voice Power Ltd

Results

- More detailed and accurate consultation write-ups.
- Significant backlog reduced as well as the workload of Ashworth Street doctors.
- Doctors now spend more time with patients and less time listening whilst typing.

Background

Founded in 1999, Ashworth Street Surgery has over 20 years' worth of experience. They are Committed to offering high-quality care to their valued patients. The surgery consists of two branches, one in Rochdale and the other in Norden; with a team of second doctors and trainee doctors, a nurse practitioner, practice nurses, and health care assistants.

However, with a large backlog that the secretarial team are working hard to reduce and time wasted on correcting manual typing errors, the team decided it was time for a medical makeover.

Ashworth Street Surgery expressed documenting patient consultations, referral forms, and referral letters as the key tasks with which they would like support. Luckily for them Dragon speech recognition is compatible with most Electronic Patient Record systems; this means that users can dictate information directly into patient records.

We caught up with Steve Doyle, a doctor at the practice, to hear how their transition went and their experience with their brand new solution.

Ashworth Street Surgery



The Hurdle

The surgery pinpointed the amount of time spent inputting patient consultations, creating referral letters and forms as the reason for seeking the professional advice of VoicePower Ltd.

Dr. Doyle expressed the manual inputting of data to be a tipping point for him personally. He stated, "**I spent a lot of time correcting typing errors**, as someone who is a poor typist". Additionally, "**our administration team had a big backlog of typing**". Ultimately, Ashworth Street Surgery was seeking a means of creating documentation which was simpler and a lot more time-efficient.

The Solution

After reaching out to VoicePower Ltd - The Speech Recognition People, Dr. Doyle met with our team to discuss their current workflow system and their objectives in trading this system in for something brand-new.

Ashworth Street Surgery then expressed its aims, objectives, and results they would like to achieve with their new solution. Following this assessment period and getting to know the requirements of the practice, VoicePower's team decided on a solution that would best fit their needs.

That solution was Dragon Medical Practice Edition 4, the speech recognition solution curated by Nuance Communications. This particular version of software delivers precise, accurate speech recognition and clinicians can dictate directly into a patient's electronic records. Most importantly, it has an in-built medical vocabulary to ensure 99% accuracy and is compliant with most EPR systems.

Speech recognition has had a major impact on the way we work

After receiving their onsite training from certified Dragon Medical trainers in the VoicePower team, Ashworth surgery was ready to transform their workflow. Dr. Doyle confirms that speech recognition now assists him in all aspects of his role: "I need to make entries into patient's records during a consultation, complete referral forms and produce various referral letters. With all of these situations, I now use speech recognition". Furthermore, Dr. Doyle's quality of work has also improved; "**because I have more time, my consultations contain more**

information and are more detailed than they perhaps were previously".

Impressed with the impact of the technology, Steve admits: "prior to the introduction of speech recognition, our administration team had **a big backlog of typing which has been greatly reduced**". As a result, Dr. Doyle went on to say "**I don't think it is an exaggeration to say the use of speech recognition has had a major impact on the way that I work**".

A health check from a Dragon

Ashworth Street Surgery works tirelessly to ensure the health of their patients, and now realise the importance of caring for the business in the same way. Thanks to the implementation of Dragon Medical speech recognition, users can save a minimum of an hour per day.

Furthermore, doctors at the surgery maximised their return on investment by choosing to be trained on their new software by VoicePower Ltd. Following the training, the doctors enjoyed a smooth transition to their new product. Additionally, they are able to utilise Dragon to its full ability through learning tips, tricks, and its various functions. Dr. Doyle has benefitted from the training, agreeing that "**using speech recognition has become second nature, I am now very comfortable using it**".

Through developing his skills, Dr. Doyle has noticed what he called "**a significant reduction in GP workload**". As a result of this reduction, he is happy to say that "**I get more time to actually spend talking to the patients rather than looking away whilst typing**". Similarly, the staff aren't the only ones enjoying the benefits of Dragon Medical Practice Edition.

The patients are too: "**Medical safety is improved with the ability to record more detailed information quickly. The quality of the consultations are improved with its usage and with that, the service quality provided to the patients has increased**". Evidently, once you make the leap, you won't look back: "I feel grieved when to start typing things into the computer when I am at home using my own PC!"

What does Ashworth Street Surgery think about us?

"**Voice Power provided excellent service with the introduction of speech recognition into this practice. The on-site individual training was excellent and any queries have been dealt with quickly and efficiently. I feel that should a problem arise I can quickly contact Voice Power and they respond to my needs appropriately**". He added "**I look forward to utilising any further products that they develop. Therefore, I would have no hesitation in recommending the system to others and I have indeed done so**".

