



Dragon Medical

A good investment for East Parade Surgery.

Site Profile:

- 1 site consisting of 20 employees.
- 7,800 patients.
- In practice for over 50 years.

Challenge

- Reduce the workload of the doctors.
- Improve the efficiency of the practice as a whole.
- Find a better way to make consultation notes, make detailed referrals and produce reports and letters, process the hundreds of documents, results and enquiries.

Results

- Dragon speech recognition is used to create notes, record clinical consultations and email communication.
- The team confirm medical speech recognition was a good investment for the practice.
- Improved quality of life for GP's.

Background

East Parade Surgery used traditional dictation methods around ten years ago.

The team stopped using this solution in 2011 and went back to manual typing of consultations, letter and reports.

However, they wanted to find something to improve the productivity of the whole team, not just the ones who could type well!

"We're always looking for ways to reduce our GP's workload and be more efficient!" – Elaine Turner, Practice Manager.

Finding Their Voice

East Parade Surgery decided to reach out to The Speech Recognition People and training experts: VoicePower Ltd.

After assessing their workflow system and discussing the needs and objectives of the practice, VoicePower recommended Dragon Medical Practice Edition 4 speech recognition solution.

With an inbuilt medical vocabulary and compatibility with SystemOne EPR System, this version is the perfect fit for East Parade Surgery.



Dragon Medical combines more than sixty medical speciality and subspecialty vocabularies with acoustic models based on the unique way clinicians speak.

When users are trained correctly, medical professionals can save up to an hour per day and create documentation three times faster than if they were typing.

Doctors in Training

All 6 of GP's at the surgery are now using Dragon Medical speech recognition and opted into the VoicePower training to ensure they got off to the best start.

"The sessions were helpful and the trainers understood the GP's needs to a good level" - Elaine Turner, Practice Management.

The training sessions are key to maximising investment and improving productivity.

The sessions are tailored to each user and designed to equip staff with the knowledge to achieve their objectives.

"The trainers were friendly, approachable and demonstrated how to use the software effectively" - Elaine Turner, Practice Management.

But what impact has the solution and training had on East Parade Surgery? Let's find out!

The Outcome

The team are now fully up and running and using Dragon Medical speech recognition for all clinical consultations, writing referral letters, detailed reports, and documenting phone consultations.

The software is also occasionally used for emails and non-clinical work.

"Dragon helps me when I have lots of letters and clinical notes to make. Dictation is quicker than typing and also makes a change from using the keyboard all day" - Doctor, East Parade Surgery.

Most importantly, the team have agreed that the quality of their clinical documentation has improved.

"Dragon Medical has reduced litigation risk as documents are clearer and the histories are more detailed; this offers us protection for the future" - Doctor, East Parade Surgery.

Furthermore, East Parade Surgery was glad to have VoicePower's support team to turn to with any problems.

The team said that the support was "readily available" and the support team were "quick to respond" to any technical issues or questions.

"The software has improved the quality of life of our GP's, it was a good investment for the practice" - Elaine Turner, Practice Management.

