

General Practice Surgeries Going Digital with Winscribe

26 General Practice Surgeries under NHS Heywood, Middleton and Rochdale Primary Care Trust (PCT) are now using Winscribe Dictation for everyday duties in their clinics. Since installing Winscribe Dictation both General Practitioners (GPs) and secretaries have experienced positive improvements in the turnaround times of referral letters and patient reports. The driving force behind the move to digital dictation was the PCT's need to have a centralised digital dictation system that can be securely accessed by all the GPs regardless of the surgery location.

All 127 GPs within the PCT were using analogue tapes to capture dictation. Overtime the tapes produced poor sound quality and the potential loss of tapes containing important data and lack of flexibility regarding recording and playback of dictations, were a constant reminder of how inefficient analogue tapes had become.

Ben Laskey, Programme Manager, and Donna Haughton, Project Manager, from the IT Department at NHS Heywood, Middleton and Rochdale PCT started to look for a solution. After submitting a successful tender Brian Hart, from DMCL, a Winscribe authorised partner was invited to demonstrate the Winscribe Dictation solution.

Donna Haughton remembers Brian's successful presentation: "Brian Hart from DMCL came to our offices to assess what our specific needs were and gave us a product demo. We realised very soon that Winscribe Dictation located in our offices and accessible to the GPs through a secure https link would be the best solution for us. Winscribe Dictation indeed ticked all the boxes, and we decided to place the order."

Ben adds, "The NHS Heywood, Middleton and Rochdale decided to accept DMCL's bid for Winscribe Dictation as they met all the requirements of the PCT and GP Practices. Winscribe's proven track record in delivering dictation solutions to GP surgeries and their ability to support key functionality such as encryption and workflow management made the selection easy."

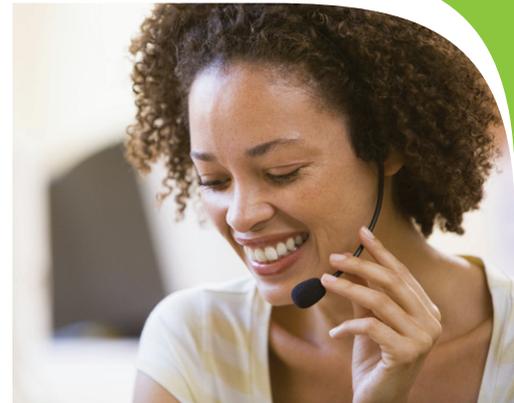
The Winscribe Solution

Winscribe Dictation

DMCL installed Winscribe Dictation version 3.8 and the Winscribe Dictation server centrally in the IT Department at NHS Heywood, Middleton and Rochdale.

A secure https link means all the GP Practices within the trust can securely access the software. Due to the strict security levels within Winscribe Dictation

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BENEFITS

- Quick installation, implementation and training
- Increased patient data security
- Flexible dictation and transcription system
- Better sound quality with digital devices
- Increased efficiency in the dictation to transcription process

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Ben Laskey

*Programme Manager
NHS Heywood, Middleton and
Rochdale*

Winscribe Dictation Case Study: Healthcare

secretaries are only able to access the files they are authorised to. This avoids unnecessary confusion between the different practices and means patient notes are kept confidential.

The Winscribe system allows the IT Department at the PCT to maintain and host the system centrally. This as Donna identifies means it is "less worrisome for the GPs and offers the opportunity for the better use of the system by all. Since each GP surgery operates independently, we are managing the access of the secretaries who will have permission to view only the work allocated to him or her.

However if they wish to, GP surgeries could share the work between their secretaries in case of work overload."

Due to the flexibility of Winscribe Dictation the IT Department at the NHS Heywood, Middleton and Rochdale PCT are able to automatically back-up the data, to ensure that patient information is stored securely and can be retrieved in case of a problem in a surgery. The installation now includes 127 authors and 69 secretaries. All authors use Philips SpeechMike Pro to capture the data.

Bottom Line Results

Greater Flexibility with a First Class Product and Support

The benefits were very clear as Donna highlights:

"First of all the secure link helped us in terms of patient data safety. All the data is now securely stored and backed up eliminating the risk of a loss of patients' important information. This provides us with an additional safety net that ensures that the files will not get in to the wrong hands. The GPs are very pleased with the flexibility around the dictation. They can now add, delete or change part of their dictation files without having to worry about the final quality of the recorded file. Secretaries were also seduced by the system and appreciate the new sound quality as well as the ability to control playback from their PCs while listening to the recordings. They are also very pleased with the fact that they now receive each piece of dictation separately and with the patient reference

number. Their work has been made a lot easier as they now can start to type as soon as the dictation is sent to them. No longer are they forced to search a tape to find the right dictation."

Donna continues: "Installation, implementation and training went quite fast". We did a pilot with the Junction Surgery for testing and then rolled out the solution to the entire NHS Heywood, Middleton and Rochdale GP Estate. The order was placed in March '09 and by July '09 everyone was up and running. DCML provided us with very good service during both the installation and the implementation and also during the training and after sales support. GPs, secretaries and IT managers are very enthusiastic about the new system. Both Winscribe and DMCL have supplied us with a first class product and with first class support."

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Donna Houghton

*Project Manager
NHS Heywood, Middleton and
Rochdale*



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The logo for Winscribe Dictation, featuring a stylized graphic of overlapping blue and green shapes above the text "winscribe DICTATION".
winscribe DICTATION