VoicePower
The Speech Recognition People

Substantial savings…

and letters available same day at Manchester Fertility Clinic, Manchester

Site Profile:
- Four doctors
- One site
- MediTex clinical system

Challenge
- To reduce the 2 week turnaround of patient letters
- To reduce dependency on offsite transcription service
- To optimise the security of confidential patient records

Results
- Substantial savings made by not having to outsource transcriptions
- Instant update and access to patient notes and records
- Clinic letters ready for patient as they leave the clinic
- Increased throughput of work

Background

For 30 years, Manchester Fertility Clinic has offered a wide range of fertility treatments and services. It has a long-standing heritage in treating infertility and its continuous programme of investment ensures that patients benefit from the very latest proven treatment breakthroughs that science can offer to help them have a baby.

Today, speech recognition is playing a role in reducing dictation letter turnaround times, while saving the clinic money by not having to rely on a transcription service, which also reduces the risk of confidential patient letters going astray.

Time to turbo-charge turnaround times

Prior to deploying Dragon Medical, doctors at the clinic used to record their summaries and notes on digital voice recorders. The files would then be sent offsite to a transcription company to be turned into electronic letters that would be returned to and checked by the clinic. On average, the clinic was producing from eight letters per day, and the turnaround time using this process took up to two weeks following a patient consultation.

Alice Frost, Patient Advisor, expands on why the clinic chose to reassess its transcription model: **"The problems with sending out the transcriptions centred on the time and cost involved. The service was expensive to use and quite a drawn out process that continued after the letters were returned. We then had to add the patients' names to their letters, add their unique patient reference numbers then format them before sending them out."**

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In addition to the time lost, there was a further concern for the team, too. **"Although the letters were anonymised, we weren't happy with the security aspect and the risks associated with sending patient letters off-site,"** she added.

Dragon Medical – clinical documentation precision and productivity for healthcare professionals

To address these issues, the clinic decided to assess Dragon Medical, which has been helping medical professionals to achieve their patient care and productivity goals for many years. Offering a dedicated medical vocabulary, accuracy rates of up to 99% and capable of transcribing at up to 160 words per minute, Dragon Medical dramatically reduces the time clinicians spend documenting care - an hour or more per day, according to a number of studies.

Expert Consultation

The decision to deploy Dragon Medical as an alternative to its current process for creating medical documents was made by the clinic's directors, following a presentation by Nuance's Elite Healthcare partner, VoicePower Ltd. The clinic's directors saw the value the latest in speech recognition technology could add to patient care at the clinic, how it had the potential to resolve the turnaround time issues while saving money on external transcriptions. Critically, they identified how it could address the issue of confidential patient information being sent to third parties.

VoicePower helped the doctors to get up to speed with Dragon Medical quickly, as Alice explains. "The doctors received two or three hour long training sessions. The onsite training was excellent and it was supported by phone and email backup, which has also been superb. VoicePower jumps on problems immediately and their support is first class.
Without their experience of Dragon Medical and knowledge of medical environments, the deployment would have been less efficient. They are really understanding and familiar with the needs of clinicians."

The Importance of Workflow

VoicePower also created workflow automation commands. For example, using verbal commands, the clinic's Dragon Medical users can launch embedded letter templates from within MediTex, its fertility database system. VoicePower also created commands whereby the existence of new letters is alerted to the secretaries.

High performance – quick to deploy, quick returns

A one-month trial was all that was needed for the clinic to benefit from using Dragon, as Alice explained:

"Dragon Medical's accuracy, especially with respect to medical terms, stood out early on. We have an Indian and a Hungarian doctor on the team and it copes with their accents well. The technology has really progressed and I think speech recognition is the way forward for creating medical documentation."

Dragon Medical has also delivered against the clinic's requirement to reduce turnaround times, **"The doctors get through their work much quicker now. We believe that reducing turnaround times is one measure that contributes to improved patient care and Dragon Medical helps us achieve that,"** she added.

This is particularly true in more sensitive scenarios, where this increased performance can prove invaluable. **"In a case where a patient has miscarried, after a consultation we're now able to give them a detailed, personalised letter before they leave the clinic that advises them on the next care and support stages that are unique to them,"** Alice stated.

Alice gave another example of how this immediacy benefits the clinic.
"Now that dictated letters go straight into MediTex for formatting, at that stage, even if the letters aren't in the right format, consultants can immediately see what's in the patient's notes, even if it's just to get the 'gist' about their status and treatment. This gives the doctors easy access to any updated information about a patient."

Stating that she would **"definitely recommend"** Dragon Medical from VoicePower Ltd, it's fair to say that its benefits – from the boost in productivity, completeness and accuracy of medical records, cost savings and security - can be appreciated not just by specialists like Manchester Fertility Clinic, but by Primary Care providers all the way through to NHS departments and Trusts across the country.

VoicePower
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Histopathology productivity and performance accelerated at

Calderdale and Huddersfield NHS Foundation Trust

Site Profile
• Seven consultants, 24,000 surgical cases per year
• Digital dictation system which sent audio files to the secretaries for typing

Challenge
• Improve patient care, by driving efficiency improvements
• Decrease pathology report turnaround times, by reducing typing bottlenecks
• Meet report turnaround times for all diagnostic cases (target: seven-days)

Results
• The RCPath KPI target for all diagnostic cases to be reported in seven days has been achieved at 95%
• Highly positive response to Dragon Medical from the users
• Improvements to patient care through increased efficiency

Success at a glance

Calderdale and Huddersfield NHS Foundation Trust manages two main hospitals – Huddersfield Royal Infirmary and Calderdale Royal Hospital, in West Yorkshire. The Trust provides healthcare for more than 435,000 people across Calderdale and Kirklees, and is recognised as being among the top performing Trusts in the country.

With seven consultants and 24,000 surgical cases per year, the pathology directorate provides comprehensive laboratory services in support of diagnosis, monitoring and treatment for patients within the Trust's hospitals and clinics, and for family practitioners within the local primary care trusts (PCTs).

As with many Trusts across the UK, it identified the need to improve efficiency and decrease turnaround times in order to further improve patient care. The hospital Trust looked to speech recognition as a key technology that would enable it to achieve its efficiency and patient care goals. To meet its objectives, it has deployed Dragon Medical, Nuance's popular, real-time, desktop speech recognition software. It is used by doctors and surgeries globally for the faster, more efficient and cost effective creation of clinical documentation.

Calderdale and Huddersfield **NHS**
NHS Foundation Trust

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Dragon Medical speech recognition software

Developed to enable doctors to conveniently and efficiently generate clinical letters and navigate clinical systems, Dragon Medical maximises healthcare professionals' productivity and performance, enabling them to do more with less, to save time, reduce costs, improve information accuracy and raise the quality of service and care delivered to patients. With Dragon Medical, clinical letters can be dictated directly, up to three times faster than typing, which helps to meet targets to get discharge letters to patients within 24 hours. With accurate reporting central to delivering optimised patient care, Dragon Medical's accuracy rates of up to 99% ensure clear, accurate, and timely clinical letters. To ensure consistent accuracy, Dragon Medical has been optimised for non-native speakers too, while new medical vocabularies cover almost 80 specialities and sub-specialities.

Preventing RCPath bottlenecks

Richard Knights, Consultant Histopathologist and Clinical Director for Pathology at the Trust, explains:

"Our lean management department looked at work-flows throughout the department. There were flow bottlenecks at two main areas: 'waiting to be reported by the pathologist' and a 'waiting to be typed and authorised' delay. There were further pressures to meet turnaround reporting times given new Key Performance Indicators from the RCPath."

With pressure to remove these work-flow bottlenecks, the Trust considered options open to it - including speech recognition – as a viable solution to alleviating the problem.

Actioning a speech-based solution

Following the lean management assessment, Sonja Brown from VoicePower Ltd visited the hospital to deliver a demonstration of the speech recognition solutions available, including Dragon Medical. Following the demonstration, the department put together a business case to justify the need for speech recognition, detailing the workflow bottlenecks it would be able resolve. It was decided that the optimal solution for the Trust would provide self-correcting, front-end speech recognition installed on local machines.

"Once we got the all clear to proceed, VoicePower's project manager went through what we needed from the service, and a briefing paper with appropriate system specifications was drafted," stated Richard.

"VoicePower then came to the department to do the initial set up and training with me. Next, we put together a staggered training process of two consultants at a time with a follow-up two weeks later."

While interested in the technology, the Trust's consultants were initially very sceptical about whether there would be a genuine improvement in turnaround times, but, "this concern was dispelled when they started using the system," added Richard.

Talking targets

According to Richard the investment has paid dividends with respect to the efficiency gains the Trust was striving for and has achieved to date. "There has been a significant improvement in turnaround times for urgent cases and our customer service has improved dramatically," Richard claimed, while pointing to another productivity boost that has resulted from the deployment: "We are now getting fewer phone enquiries as patient's reports are available sooner."

The greatest achievements have been with the RCPath: **"The RCPath KPI target was for all diagnostic cases to be reported in seven days. This has been achieved at 95%, which is largely due to the efficiency offered by the speech recognition system. While the system required some patience at first, now everyone is used to using it, and everyone is very positive."**

Perfect partners

Of course, technology implementations only succeed when an experienced partner supports the set-up, deployment and training. To that end, Calderdale and Huddersfield NHS Foundation Trust has nothing but praise for the effort VoicePower invested to ensure the success of the deployment. Jeremy Hyde, consultant pathologist, said: **"The training was excellent. The VoicePower trainer was very approachable, very patient and extremely helpful. VoicePower provided clear and relevant instructions, and the printed documentation is good and clear. Meanwhile, excellent observations made during the second training session, meant that we could pinpoint areas of difficulty and work with VoicePower to adjust settings to enable a more streamlined process to suit the users."** Post deployment, Dragon Medical has been well-received and adopted enthusiastically by Calderdale and Huddersfield NHS Foundation Trust's consultants. Not only has it accelerated turnaround times and played a key role in reaching RCPath KPIs, but – importantly – it is leading to the most important result of all; improvements in patient care.

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Time saved, accuracy up…

… and errors down at Wellspring Medical Practice, Newcastle-upon-Tyne

Site Profile:
- Five doctors, 5,500 patients
- 60 patient letters produced per month
- TPP SystmOne clinical system

Challenge
- Doctors not proficient at typing
- Reports slow and inaccurate
- Strain on secretarial team to correct content

Results

- Accurate, easy and quick capture of patient notes and clinical documents

- Patient letters more detailed and comprehensive

- Secretaries save half a day

Background

Founded almost 60 years ago, Killingworth-based Wellspring Medical Practice attends to the medical needs of almost five and half thousand patients.

An experienced team comprising doctors, nurses, practice and healthcare professionals, work together to provide a range of services as wide and diverse as general health checks, baby clinics, travel immunisations and health advice, diabetic clinics, psychology, counselling and chronic disease management.

Accuracy is vital

It is widely acknowledged that accurate patient records are central to patients receiving precise, timely and appropriate medical treatment. Therefore capturing data accurately is essential. With this in mind, Wellspring Medical Practice decided that its process for creating general practice records could be improved by offering its doctors the ability to dictate them using speech recognition technology, rather than type them — a process that resulted in records of varying quality, because the doctors were not professional typists. Their lack of typing proficiency caused delays in the creation of both referral letters and general practice records while typing them up was a time-consuming task for the secretary.

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Expert advice

A meeting with Nuance Communications Healthcare Connections partner, VoicePower Ltd, introduced the surgery to Dragon Medical interfaced with TPP's SystmOne clinical software, which allows patient information to be shared electronically. Dragon Medical is Nuance's front-end, real-time, desktop, speech recognition software. Developed to enable doctors to conveniently and efficiently generate clinical documentation and navigate clinical systems, Dragon Medical maximises healthcare professionals' productivity and performance, enabling them to do more with less, improve information accuracy and raise the quality of service and care delivered to patients. With Dragon Medical, clinical letters can be dictated directly, up to three times faster than typing, helping to meet targets to get discharge letters to patients within 24 hours. With accurate reporting central to delivering optimised patient care, Dragon Medical's accuracy rates of up to 99% ensure clear, accurate and timely clinical letters. To ensure consistent accuracy, Dragon Medical has been optimised for non-native speakers too, while new medical vocabularies cover almost 80 specialities and sub-specialities.

Dragon Medical – a speech based solution

Already open to the concept and benefits of speech recognition, Wellspring Medical Practice heard VoicePower explain how, when used as front-end speech recognition on the surgery's desktop PCs, Dragon Medical could not only help increase the accuracy of the general practice records, but — thanks to people speaking faster than they type — also increase the detail included, to provide a more comprehensive practice record. This contributes to optimising the quality of healthcare for patients. VoicePower also explained that Dragon Medical could be personalised to the needs of each user, showing that the technology fits around them, rather than the other way around. This flexibility encourages acceptance, accelerates deployment and doesn't impact the doctor's workflow, or working practices. Convinced that VoicePower presented a compelling case for Dragon Medical, a successful pilot trial was conducted before Wellspring Medical Practice decided it would deploy the software. VoicePower then further assisted with individual training, personalising Dragon Medical to each user's requirements with specific macros to speed up tasks, such as adding standardised or generic text to a document.

Time saved, accuracy up, errors down

The benefits of using Dragon Medical were apparent early on, according to Liz Brittlebank, Practice Manager at Wellspring Medical Practice. "Not all of the doctors are good typists. Dragon Medical presents them with an alternative way to create general practice records without typing." Additionally, Dragon Medical enables the GPs to create the patient record at a time convenient for them and, because the quality and accuracy is far better using Dragon Medical, the secretaries spend less time editing. Once they have received the referral letter, their time is now mainly spent formatting the document rather than editing it. The impact on their productivity has been considerable with Liz stating they save 'approximately half a day' since deploying Dragon Medical, with letters being turned around in between one and two days. There is a further benefit that contributes to better patient outcomes, as Liz explains. **"Dragon Medical's accuracy makes the continuity of care a lot easier to achieve. It helps create letters that are coherent and can be read at-a glance. Both medically and legally, I feel much more comfortable with the quality and accuracy of letters produced using Dragon Medical."**

The overall satisfaction with Dragon Medical has been bolstered further, as Liz states. **"Dragon Medical is much more flexible that we initially realised. The doctors are impressed that it can be used to create and send emails and conduct research online in addition to creating text. Additionally, it has integrated really well into our medical record workflow process."**

Wellspring Medical Practice has been so impressed with Dragon Medical that not only has it recommended it to other surgeries, it has invited other medical professionals over to see it in action, explaining the benefits it has delivered and how these can filter back into improved patient care — the objective of all medical professionals, wherever they are based.

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Dragon Medical One
'Significantly Reduces' Admin at Morecambe Bay NHS

Site Profile:

- The NHS trust provides care to patients living in Morecambe, Lancaster, South Lakes and Barrow.
- The Dietitian department specializes in advising patients of all ages.

Challenge

- The department had very little admin support and were typing their documentation and clinical notes manually.
- They needed a program that was easy to use and could link in with their clinical system.

Results

- Morecambe Bay Dietitian Department decided to deploy Dragon Medical One speech recognition software.
- The department's dietitians are using the software.
- The time spent on admin tasks has 'significantly reduced.'

Background

University Hospitals of Morecambe Bay provides care to patients living in Morecambe, Lancaster, South Lakes and Barrow.

They are a small team of Dietitian's that offer advice to patients of all ages across this area.

We caught up with VoicePower client and expert in Paediatric Dietetics at Morecambe Bay, Natalie Knight to share their journey into the world of speech recognition.

Too Much to Do, Too Little Time

Like many other NHS organisations, Natalie and her team at Morecambe Bay Hospital were typing all of their documentation manually.

Whether it was updating Lorenzo, their clinical system, sending emails or creating referral letters, they were typing it all.

"The department has very little admin support therefore we had to type and format our own letters which was time consuming."

 - Natalie Knight

University Hospitals **NHS**
of Morecambe Bay
NHS Foundation Trust

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As Natalie pointed out, capturing patient information in this manner was extremely time consuming.

With no dedicated transcriptionists or a thorough workflow, the team were spending too much time typing and less time on the important things, such as:

- Face-to-face time with clients
- Improving the patient experience
- Taking care of their staff's morale

"The main challenge was time constraints. Clinicians were spending valuable time typing letters when they could have been providing Dietetic care to other patients."

From Typing to Speaking

Natalie and her team decided that it was time they considered a more efficient and productive method of reporting.

Considering that VoicePower had already helped Morecambe Bay Hospital's Integrated Musculoskeletal Department to be more productive, it was made sense that we should assist Natalie and the Dietitian Department too.

"We chose VoicePower as other teams in the trust were using this program and it was highly recommended."

As a part of VoicePower's Workflow Consultancy Service, the Dietitian Department had the opportunity to highlight their aims and objectives in a new software solution.

Together, we looked at the issues that the department would like to overcome and the requirements that their new solution needs to meet.

Following in the Integrated Musculoskeletal Departments footsteps, and with VoicePower's guidance, the Dietitian Department also decided that Dragon Medical One speech recognition solution was the best option for them.

Dragon Medical One

Dragon Medical One is a form of speech recognition technology that is cloud-based and designed specifically for healthcare professionals.

It has an in-built medical vocabulary, so it recognises medical terminology, and it is also compatible with most clinical systems, including Lorenzo that Natalie and her colleagues use.

Being hosted via cloud technology also means that Dragon Medical One is extremely light on Morecambe Bay's IT infrastructure and most importantly, all patient data is fully secure and GDPR compliant.

"**The more that you use the software the better it is. It significantly reduces time spent on admin tasks."**

A great benefit of using Dragon speech recognition is that documents can be created and authorised in the same instance.

There is no need to send dictations off to a typist and then back to the doctor to approve, files can be sent instantly following completion.

"I also use Dragon to write long emails and reports."

Guided Along the Way

The Dietitian Department ensured a successful deployment in their investment in speech recognition training.

In VoicePower's many years in the business, they know too well that clients that take the time to learn about the software and how to use it, achieve the best results.

"VoicePower provided 2 training sessions for each user which was most useful."

The team were also covered under VoicePower's Technical Support Package.

This means that they could call VoicePower with any Dragon-related questions. Not only does this provide peace of mind, but it also ensures the absolute minimum of down-time.

"The support team are excellent and we're able to contact them if we have any problems."

VoicePower Ltd - The Speech Recognition People

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VoicePower
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Olympus Digital Dictation
Makes Consultant Plastic Surgeon's life easier

Profile

- Consultant Plastic Surgeon.
- Has a very busy medico-legal practice providing reports for solicitor's firms.
- Provides reports in cases involving clinical negligence claims.

Challenge

- The tape machine being used was over 20 years old.
- The recordings were inaccurate and ineffective.

Results

- A smooth transition from tapes to Olympus digital dictation.
- A better quality of recording that is easier for the secretary to transcribe.
- The recordings are encrypted and thus compliant with GDPR.

Old Fashioned Tapes Don't Cut It

Scott has a very busy medico-legal practice providing reports for solicitor's firms.

In explaining his role, he says:

"These firms can be acting for patients seeking compensation for injuries they have received in accidents at work."

Additionally, a further part of his role involves providing reports in cases of clinical negligence claims.

As you can imagine, in Scott's profession, security, trust and confidentiality are paramount as his client's information is sensitive.

That is why when we at VoicePower heard that he had been using tapes, we couldn't believe it!

"I was using a tape dictation machine it was very old, probably over 20 years old!"

Scott went on to explain that he would record his dictations onto a tape. He would then physically drive to his secretary's place of work and she would then transcribed them on to her computer.

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"The tapes were worn out and my secretary often could hardly hear what I was saying on the tapes."

A Workflow Makeover with Olympus Digital Dictation

Scott decided it was time to act.

He took to the internet and found Olympus Certified Partner and digital dictation experts: VoicePower Ltd.

After assessing Scott's original workflow method and considering his requirements and needs, we advised him that ODMS would be the best solution for him.

Olympus Dictation Management System (ODMS) is a digital dictation method that helps people turn dictation in written text.

Rather than using an ancient tape recorder, Scott began using an Olympus DS 9500 voice recorder.

It is a completely wireless device with high-quality microphones meaning the previous indistinguishable audio is no more!

But this wasn't Scott's first contact with Olympus dictation:

A number of years ago I had used an Olympus machine when I did work for my surgical college. I remembered how impressed I was with it then.

Scott isn't the only one enjoying the new audio quality:

My secretary now keeps saying how easy it is for her to hear my dictation, now crystal clear.

Furthermore, Scott went on to explain that the new process with Olympus digital dictation much faster than before.

He explained that his secretary would have to constantly have to rewind the tape to try to make out what he was saying!

It makes her life much easier now. She was already using it for other work she was doing!

Specialist Support

As well as a trusted supplier, VoicePower is also a specialist speech technology technical support provider.

This means that Scott can ring our technical team with any technical queries related to his Olympus digital dictation solution.

Evidently, this is extremely beneficial during the set-up and transitional period.

Our team are there every step of the way to ensure that the switch in methods causes minimal disruption and has the best possible outcome.

"I am very satisfied with the help and support I have had. Liam was very helpful in helping me make the transition. It went smoothly with no real problems."

New Solution New Savings

Overall, Scott confirms his satisfaction with Olympus Digital Dictation. The main saving is that of time.

"The biggest difference is the ease with which I can now send reports to my secretary. I download the files on my laptop, this automatically encrypts them and they are sent to her via email."

Scott no longer has to manually deliver the tape recordings to his secretary. Instead, he can send them immediately after completion directly from his computer to hers.

This means there is a steady flow of work for his secretary and not an influx of work at once.

What's more, is that Scott's confidential recordings are not compromised whilst in transit.

His voice recorder is fully encrypted and so are the files as they're sent virtually to his computer and then to his secretary's computer.

There is no possibility of them falling into the wrong hands.

If audio files contain sensitive and confidential information, it is particularly important that they are encrypted following the new GDPR regulations introduced last year.

VoicePower
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The Berkeley Clinic

Embrace Dental Technology: Dragon Speech Recognition

Site Profile:

- The Berkeley Clinic is a private dental clinic based in Glasgow with 7 dentists and 2 therapists.
- They provide a number of aesthetic, cosmetic, restorative and medical treatments.

Challenge

- The team were hand-typing all clinical documentation which was taking up a considerable amount of their time.

Results

- The dentists are now using new dental technology: Dragon Medical Practice Edition speech recognition.
- The new workflow has "completely changed" working life at The Berkeley Clinic.
- Dental records are more accurate and detailed.

Background

Based in Glasgow, The Berkeley Clinic is a private dental practice that consists of 7 dentists and 2 therapists.

The award-winning practice offers a range of of aesthetic, cosmetic, restorative and medical treatments such as teeth whitening, dental implants, veneers, crowns and facial rejuvenation.

The team offers these treatments and an outstanding service to approximately 9000 patients per year.

We caught-up with valued employee and Implant Dentist, Greig McLean to find out more about embracing new dental technology and their journey to speech recognition.

Tedious typing was taking over

As with any healthcare organisation, The Berkeley Clinic create patient notes and other forms of clinical documentation daily.

Alongside The System for Dentists patient management system, Dr McLean and his team were using a pretty basic system to capture clinical documentation:

"We were hand-typing all of our records" - Greig McLean

the **berkeleyclinic**
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As well as being incredibly time consuming, staff at the clinic found that the admin/reporting aspect of their job was eating into their personal life too with many of the team taking notes home with them to complete.

Evidently, this put pressure on the team and meant that they did not have a healthy work-life balance.

In fact, the team were even taking work home with them to finish which would eat into their evenings and private time.

Dr McLean and his team decided that enough was enough and begun their search for new dental technology to improve their workflow process – That's when they reached out to workflow consultancy experts: VoicePower Ltd.

VoicePower has been working closely with the healthcare sector for over 20 years have helped pathologists, oncologists, GP's and many more to implement a new documentation process.

Drawing on their experience in the field, VoicePower took time to understand The Berkeley Clinic's current issues as well as the objectives that they would like their new workflow to achieve.

Following discussions, it was agreed that Dragon Medical Practice Edition would be the best option for the dental practice.

Dragon Medical Practice Edition – The impact

This particular version of Dragon is perfect for Dr McLean and his colleagues because it has a dental vocabulary which can be selected during set up. This means that common dental terminology and language context is already built-in to the software. This ensures amazing accuracy from the onset.

As a full-circle supplier, VoicePower not only provided the clinic with software and hardware, but also technical assistance in terms of installation and set-up.

The support didn't end there as VoicePower's Nuance Accredited trainers led 1-2-1 training for The Berkeley Clinic team teaching them everything they need to know about Dragon.

Dr McLean confirms that the investment was worth it as he expresses:

"Dragon has been absolutely wonderful; it has completely changed working life." - Greig McLean

Gone are the days of manually typing all patient information and correspondence. Thanks to the Dragon Medical auto-text feature the team are speeding through documentation and updates to The System for Dentists case management.

However, it's not just the speed that has been improved with the new workflow, as Dr McLean explains:

"Our records are more accurate and detailed, and we spend less time typing." – Greig McLean

At VoicePower, we understand that the safety of patient data is paramount and that's why all of our speech technology solutions are fully encrypted – Dragon Medical Practice Edition included.

Equally, information that has been dictated relating to The Berkeley Clinic is also fully secure and Dragon itself is also GDPR compliant.

The key to great results

The Berkeley Clinic's success with speech recognition dental technology wasn't just down to the accuracy of the software, but to their forward-thinking attitude and trust in their suppliers.

Dr McLean and the rest of the team took VoicePower's advice and guaranteed excellent results by enrolling in the training course and technical support package.

"The transitional period was fine thanks to VoicePower's good support." – Greig McLean

Additionally, Dr McLean praised the remote training that they received from VoicePower from the comfort of their own desk:

"The Training was excellent, simple and well-explained." – Greig McLean

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The Dragon training course is personalised to each user and how they want to use the software. Furthermore, the trainers teach the users valuable tasks such as commands, dictation etiquette and much more.

Speaking on their experience as a whole, Dr McLean summarises their transition to speech recognition:

"We can't recommend Dragon enough; it has completely changed working life for the better!" – Greig McLean

VoicePower
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Manchester NHS Pathology Team "amazed"
by Medical Voice to Text

Challenges:
• The department's existing digital dictation system was too basic to meet their requirements.
• The workflow has too many steps to the reporting process which introduced the likeliness of transcription errors.

Solution:
• Dragon Medical speech recognition software
• Train the Trainer course & technical support from Voice Power Ltd

Results:
• 36 of the 40 team members are now using Dragon Medical with more to be added.
• Staff feedback praises how quickly it picked up their voice and accents from the get-go.
• Dragon has been integral in saving time for the pathologists.

About The Manchester University NHS Trust Histopathology Department

Belonging to the Manchester University NHS Foundation Trust and the Directorate of Cellular Pathology, the Histopathology department based at the Oxford Road Campus provides specialist tertiary referral and opinion on a regional and national basis.

The team process samples from approximately 43,000 patients per year under various categories such as Gynaecological Pathology, Gastrointestinal, Pancreaticobiliary and Hepatic Pathology, Head and Neck Pathology, Dermatopathology and much more.

We're joined by the Cellular Pathology IT Lead, Pete Pilatis, to discuss the department's journey to speech recognition and how the technology has changed their service as a whole.

Creating documentation before speech recognition

The medical sector is known for its astounding reporting and documentation levels, for which Mr Pilatis' department were using a digital dictation system.

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Dictation is a more traditional method of capturing documentation whereby the doctor/clinician dictates their notes into a voice recorder, they then send the file to their secretary or typist who will transcribe the audio file into tangible text. Following this, the typist will send the document back to the clinician to check and approve before it being despatched accordingly.

Whilst some find this method works excellently for them, others find it can entail a lot of 'back and forth' and in these cases, speech recognition is often better suited and more efficient.

"The old dictation software was a very basic piece of kit which used to just record dictation files" - Mr Pilatis, Cellular Pathology IT Lead

Additionally, the Histopathology department found that this process introduced additional steps to the reporting process and, in Mr Pilatis' words, "introduced the likeliness of transcription errors."

So when the Histopathology team discovered how well another department in the trust was doing with the help of VoicePower, they decided they too wanted to explore their options.

"We approached VoicePower to aid us in implementing because they were already active at another site within our trust." - Mr Pilatis, Cellular Pathology IT Lead

Following reaching out to speech recognition specialists, VoicePower Ltd, the Histopathology department explained their pitfalls with their current system and expressed that they wanted a more efficient workflow, with less touch points for their admin team and a quicker turnaround time.

After careful deliberation and workflow consultancy, the VoicePower team recommended that Dragon Medical Practice Edition is the solution to meet the department's needs.

Choosing Dragon Medical voice to text technology

Dragon Medical is a real-time speech recognition engine that has an in-built medical vocabularies for specific departments such as pathology.

Dragon allows clinicians to dictate directly into their computer as well as create custom commands and templates to speed up repetitive tasks.

Mr Pilatis explained what made them agree with VoicePower Ltd and choose Dragon Medical voice to text software:

"We chose Dragon Medical because we knew the positive impact this program has had in other areas of our trust." - Mr Pilatis, Cellular Pathology IT Lead

Opting to go ahead with one of VoicePower's fully serviced pilots, the department were able to try the software for themselves before making a full investment. The staff were able to see how the technology would benefit them, and of course test out the accuracy!

Mr Pilatis confirmed the benefit of the trial, explaining:

"The guidance from VoicePower was great, we trialled a short period of testing with a small consultant team and VoicePower were available at every step of the way. This then led onto the purchasing of the package for the entire team." - Mr Pilatis, Cellular Pathology IT Lead

Fast-forward to the current day, 36 out of 40 employees are using Dragon Medical voice to text software with more to be set up soon but what is their verdict?

Dragon Medical is "amazing!"

Now over a year into using their new solution, we asked Mr Pilatis and his colleagues to update us on how they're finding using medical speech recognition:

"Personally, I find the new solution amazing, it's fast, responsive and requires very little effort to learn and utilise well within the department. I was particularly impressed how quickly it picked up staff's dictation from the get-go, I was expecting more errors or corrections." - Mr Pilatis, Cellular Pathology IT Lead

To summarise, swapping to speech recognition has meant that the department's admin team no longer faces the huge transcription workload and the contact points that the clinicians have with the letter following its creation have been reduced.

Instead, doctors can dictate directly into their patient record system or Microsoft Word, ready for their secretary to proof-read and distribute the same day – This can be the difference between 2 weeks and 2-day

report turnaround times! Mr Pilatis isn't the only one pleased with the accuracy:

"The consultant team is very happy and surprised how quickly the software has picked up their voices. They find the custom commands a huge timesaver for importing repetitive text as well as forms into documents." - Mr Pilatis, Cellular Pathology IT Lead

Expert advice and support are everything

VoicePower take pride in not being the average 'box-shifter', in fact they are known for offering software training and technical support services to ensure successful deployment of their products.

According to the Histopathology department, VoicePower's support was instrumental in their rollout of medical voice to text software:

"The transitional period has been smooth regarding the support offered by VoicePower, with every new member of staff trained another group of questions are raised and VoicePower has answered everyone." - Mr Pilatis, Cellular Pathology IT Lead

Considering the number of users that Manchester University NHS were purchasing, VoicePower recommended the Train the Trainer course – An extensive course whereby VoicePower Nuance certified trainers teach a dedicated staff member from the Histopathology department so that they can train the rest of the users internally.

Mr Pilatis expressed how helpful this was:

"This worked well within the department as trainers could be flexible around the consultants giving more opportunity for one to one training or small group training in person or utilising Microsoft Teams." - Mr Pilatis, Cellular Pathology IT Lead

The trust also praised VoicePower's course, stating:

"The training offered by VoicePower was very informative and covered all the essential information and more. The exercises during the training were particularly useful, as well as the additional information sheet that included some phrases/ commands which were more niche." - Mr Pilatis, Cellular Pathology IT Lead

Many VoicePower clients identify being able to call the team with any technical problems or queries as a key factor in the success of the product.

The team of dedicated engineers know everything there is to know about Dragon and is on hand to help whether it be installing on another PC or creating a new command. Evidently, Manchester's Histopathology team concur:

"So far, the service from the team has been excellent, I cannot think of one instance where an issue or a query didn't get resolved in less than one day. Staff are very polite and informative across the board." - Mr Pilatis, Cellular Pathology IT Lead

To summarise, Manchester University NHS Foundation Trust has found a workflow that works for them. Dragon Medical has allowed them to provide timely and personalised patient care, as well as minimising the level of admin for their team and it is down to this that Mr Pilatis concludes: "I would definitely recommend this product to another pathology department."

VoicePower
The Speech Recognition People

Medical speech to text cuts typing backlog for
Leeds Teaching Hospitals NHS Trust - Clinical Genetics

Site profile:
- The Yorkshire Regional Genetics Service within Leeds Teaching Hospitals NHS Trust.
- Treats patients across North, East and West Yorkshire and North Humberside.
- Department is made up of approximately 25 clinicians and 25 administrative support staff.

Challenges:
- Staff were using a digital dictation platform which led to a large typing backlog resulting in delays in patients receiving their letters.
- Clinicians were having to do some re-work due to the length of time it was taking for letters to be typed, approved, and issued.
- A backlog of patients waiting over 5/6 weeks to receive their letter following clinic was not uncommon.

Results:
- The Clinical Genetics department have embraced Dragon Medical speech to text software with 14 clinicians reaping the benefits and another 7 users about to be set-up.
- Patient letter turnaround time has gone from 5/6 weeks to 1 week.
- Clinicians have reported increases in efficiency within their working practices.

Background

Leeds Teaching Hospitals NHS Trust's Clinical Genetics Department provides a diagnostic service and genetic counselling for individuals or families with, or at risk of, conditions which may have a genetic basis.

This service is called The Yorkshire Regional Genetics Service and as the name suggests, receives approximately 7000 patient referrals per year patients across North, East and West Yorkshire and North Humberside.

The service has an administrative base at Chapel Allerton Hospital in Leeds but holds clinics at sites within Leeds Teaching Hospitals NHS Trust as well as Bradford and Hull. The team consists of approximately 25 clinical staff: Consultant Geneticists, Genetic Counsellors, Genetic Associates, Nurse Specialists, and trainee doctors. The clinical team are supported by around 25 administrative staff.

We caught up with Business Development Manager, Katherine Thomas, to discuss the department's journey as they embraced Dragon Medical speech recognition software.

NHS
The Leeds
Teaching Hospitals
NHS Trust

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It is time to banish the backlog

Playing a key role in the departments swap to medical speech to text technology, Katherine Thomas reflects on what led them to the decision to change their processes.

"Clinical staff used a dictation platform to record their clinical dictation onto sound files which were then transcribed by medical secretaries. Those letters were produced within the LTHT letters system. Once letters were transcribed there were further steps in the pathway for authors to approve those letters which were then returned to the secretarial team for issuing to patients."

- Katherine Thomas

Whilst digital dictation is a great option for some GP's or NHS trusts, what works for some doesn't work for others and this was the case for Katherine and her team. The genetics department experienced large backlogs due to what we at VoicePower call the reporting loop:
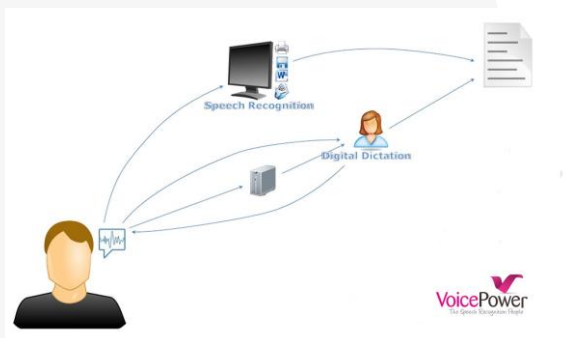
As you can see on the diagram, the Clinical Genetics team were experiencing a duplication of tasks whereby the dictations needed to be sent back to clinicians after transcription to be approved and distributed.

"Clinicians felt they were having to do some re-work following delays in clinic letters being typed due to the length of time it was taking for letters to be typed, approved and issued."

- Katherine Thomas

Therefore, this reporting loop led to a delay in the letters being sent to the patient creating a backlog, as Katherine explains:

"We had large typing backlogs which meant delays in patients receiving their letters. This also led to inefficiencies within our processes and caused bottlenecks within administrative pathways."

- Katherine Thomas

Well aware that there was a more efficient method out there, the Clinical Genetics team reached out to workflow and speech technology experts VoicePower Ltd after another service in our CSU (Clinical Service Unit) was working with them and were experiencing improvements in turnaround times.

Dragon Medical impresses Leeds Teaching Hospitals

Taking the team through their Workflow Consultancy Service, VoicePower took the time to understand what the Genetics department were hoping to achieve by upgrading their workflow, as Katherine confirms:

"Our service had several meetings with VoicePower representatives to go through the product on offer and discuss how it may work for us. A project plan was devised, and we met regularly to launch a pilot then full adoption of the product."

- Katherine Thomas

The product that they decided on was in fact Nuance Communication's medical speech to text software: Dragon Medical Practice Edition. This version has an in-built medical vocabulary, is compatible with most clinical systems and allows users to create words 3x faster than if they were typing!

After being fully supported through the installation and set-up of their new licences, the clinicians were able to get stuck in and see what Dragon was really about.

As it stands, the department currently has 14 Dragon Medical users with another 7 to soon be deployed, and Katherine was pleased with the users' feedback:

"Dragon has been well received and users have been impressed with the accuracy and speed. I have reports of increases in efficiency within individuals working practices. The biggest positive impact has been patients receiving their letters more quickly."

- Katherine Thomas

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Katherine goes on to explain that traditionally over the last few years department has carried a significant backlog of patient letters waiting to be typed, approved, and issued to patients. This was caused by a number of factors. Furthermore, Katherine commented: "A backlog of patients waiting over 5/6 weeks to receive their letter following clinic was not uncommon."

It is important to note that the department's deployment of Dragon coincided with the emergence of COVID which of course put strain on them and the trust as a whole: "The pandemic had an impact on our workload as routine GP referrals were paused for a period of time which in turn cause patients presenting in clinic to fluctuate."

However, Katherine explains that there has still been clear evidence that Dragon has led to improved efficiency:

"Dragon has contributed to a position where we now do not have a backlog of letters waiting to be typed. We are working differently and on average patients are now waiting approximately less than 1 week to receive their letters following their clinic appointment."

-        Katherine Thomas

The journey to speech recognition

Looking back at their transformation so far, the Clinical Genetics department had nothing but great things to say about the swap and their experience:

"VoicePower provided valuable support during the roll out of training to users, they were very accessible and provided extensive support to me and other colleagues delivering the product to our team. There were a number of internal technical challenges which VoicePower helped and guided us through. VoicePower's expertise were available at the end of the phone or via email and nothing was too much trouble."

-        Katherine Thomas

VoicePower pride themselves and the success of their clients on their 1-2-1 Dragon training courses; The sessions are personalised to each user and not only ensure successful adoption of the software but also boost productivity and efficiency. Evidently, Katherine and her team concurred:

"The training was comprehensive and provided those being trained with confidence in then

delivering the training to our colleagues. The training VoicePower delivered was easy to understand and to follow. Guidance and advice were offered to us in rolling out the training to the department – this proved very useful."

-        Katherine Thomas

As Katherine reflects on their journey with medical speech to text software so far, she summarises:

"VoicePower's support service has been very valuable. Having access to expertise and advice was key in being able to confidently deliver training to users."

- Katherine Thomas

VoicePower
The Speech Recognition People
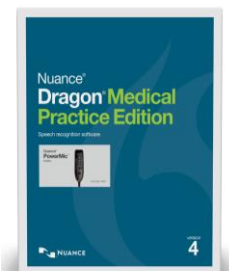
Nuance Dragon Medical Boosts Accuracy
at Practice Plus Group

Site Profile:
• Provides GP services, private hospital treatment, urgent care and more.
• The Buckinghamshire site specialises in Diagnostic Imaging such as MRI, X-ray, Ultrasound and Echocardiography and process approximately 2,000 patients per year.

Challenge
• The site was using PACS, medical imaging technology, which required free hand typing for their clinical reports which led to typos and errors within their documentation.

Results
• 7 of the employees at the Buckinghamshire site are using Nuance Dragon Medical speech recognition and the Nuance PowerMic to capture their documentation.
• The software has sped up reporting time and improved the accuracy of reporting.

About Practice Plus Group

The Practice Plus Group is a team of specialised healthcare professionals, their breadth of expertise spans surgery, diagnostics, general practice, offender health and urgent care, with an unrivalled range of other services provided across the United Kingdom.

The Buckinghamshire practice, of which we will be speaking on in this testimonial, specialises in Diagnostic Imaging such as MRI, X-ray, Ultrasound and Echocardiography. With an established patient-base, they process approximately 2K patients every year.

In this case study, we are joined by Jeanette Jones, the Diagnostic Clinical Lead at Practice Plus Group Buckinghamshire, to discuss why they decided to implement Nuance Dragon Medical software across their site and the impact it had.

Practice Plus Group

Time-consuming, typing and typos!

As with all of their clients, VoicePower took time with Practice Plus Group to understand what their current reporting method was at the time they enquired about speech recognition.

Not only does this provide an insight into why that site is interested in a new solution, but it also indicates what they want going forward in terms of choosing a new method.

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It was at this point that Jeanette stated that the site was not using any form of documentation technology at that time, and that their clinicians were capturing patient notes and such like by manual typing.

Jeanette explains:

"We use the PACS system (medical imaging technology) across the group which requires freehand typing for clinical reports." - Jeanette Jones, Diagnostic Clinical Lead

In a recent survey conducted by Nuance Communications, 85% of respondents started that clinical documentation is a significant contributing factor to burnout, so it is no shock that the Buckinghamshire team wanted to ditch the typing for something more less time consuming and more efficient.

Furthermore, Jeanette highlighted the flaws in their previous typing process:

"Manual typing was timely and due to the pressures on them in terms of time and volume of patients, our clinician's reports were open to errors." - Jeanette Jones, Diagnostic Clinical Lead

So, Practice Plus Group identified that they need to find a new workflow solution, but where to start? Well, that is where VoicePower Ltd come in!

Whilst a key part of their role is to supply the software and relative equipment, the core part of their role is to advise businesses on the best option for them and to train and support them thereafter – and Practice Plus Group are no different!

Let's find out how Jeanette and her team chose their new solution…

The way forward: Nuance Dragon Medical

We've established that the Buckinghamshire Practice Plus Group needed a new reporting solution, but how did they find the right one for them?

Well, when speaking to speech recognition experts, VoicePower Ltd, Jeanette and her team identified two main key points in terms of what they were looking for in their new technology:

A) A process that is much more time-efficient than physical typing and B) technology that can minimise the level of typing errors within their clinical documentation.

After reviewing how the group were doing things previously, and the goals they'd like to achieve, it became clear that Nuance Dragon Medical speech recognition would do exactly that.

Not only will Dragon Medical allow the clinicians to speak right into their PACS software, seeing the words appear on the screen in real time, but it also has an in-built medical vocabulary meaning it'll recognise the terminology that the practice use often.

The power of speech recognition

Speech recognition allows users to speak 3x faster than they can type, meaning that, with the right training and support, many save 1 hour every single day by using it!

Thanks to the support of VoicePower Ltd in the form of their workflow consultancy and personalised training, Practice Plus Group have been able to achieve a successful roll-out of the technology with a total of seven of their staff now using Dragon.

But what is their verdict? Let's find out!

"Dragon has assisted clinicians with accurate reporting by reducing number of typos and speeding up reporting time." - Jeanette Jones, Diagnostic Clinical Lead

Most importantly, staff were able to dictate directly into their PACS system using the Nuance PowerMic microphone and the Dragon Dictation Box which in turn, allows them to look at examinations and dictate at the same time.

This was a workflow recommended by VoicePower as part of their training service and as you can imagine, this is extremely helpful due to the fact it eliminates the need to flick between different windows on the computer. Furthermore, it ensures accurate and in-depth assessments on the scans they're seeing.

When speaking on VoicePower's Dragon Training Course, Jeanette expresses:

"The training was very helpful and detailed. The system was explained thoroughly, and comprehension checked." - Jeanette Jones, Diagnostic Clinical Lead

The service which Jeanette is referring to is much more than just training, but a detailed look at how the speech recognition software will integrate into the team's workflow and the most effective way of doing things.

VoicePower's years of experience in integrating Nuance Dragon Medical speech technology definitely comes in handy as they help their clients to utilise unique Dragon features and advise on what works best.

What's more, is that the Yorkshire-based company are also able to assist technically through their support package. The VoicePower team are on hand Monday to Friday, 9am – 5pm, to resolve any technical hick-ups or queries. The Practice Plus Group know about this first-hand:

"Excellent, Matt assisted me with support queries, and he was great." - Jeanette Jones, Diagnostic Clinical Lead

Hybrid speech recognition
is a "win-win" for N J London

Site Profile:
• Professor N London is an expert Knee Surgeon at The Yorkshire Knee Clinic
• He has over 20-years' experience in conducting surgery for sports injuries, knee arthritis and knee replacement.

Challenge:
• The practice was struggling to capture the documentation for their patients due to the sheer volume.
• Lou Nellies, Professor N London's PA, was helping him to complete his clinical notes but often found this took her away from completing her other duties.

Results:
• After reaching out to VoicePower Ltd, Professor N London swapped digital dictation for a new hybrid speech recognition software consisting of Dragon Medical One and Winscribe Cloud.
• This swap has "nearly quartered typing turnaround times" and made the team more efficient.
• Lou Nellies is now able to focus on managing his practice, conferences, travel, and life events rather than admin tasks.

About N J London

Professor Nick London is a Specialist Knee Surgeon at The Yorkshire Knee Clinic as well as a Visiting Professor to Leeds Beckett University. With over 20-years' experience, Professor N London treats patients that are experiencing sports injuries, knee arthritis and require knee replacement surgery.

Furthermore, Professor N London works with the orthopaedic industry to develop and evaluate the latest treatments and techniques for sports and arthritis surgery.

Professor N London's PA Lou Nellies spoke to VoicePower about N J London's experience in working with them and on adopting a hybrid speech recognition solution to process their clinical documentation.

The burden of typing

As is the case for many healthcare professionals, Nick was producing a lot of clinical documentation for Lou to transcribe into a tangible document.

The majority of their workload is in the form of patient letters which they were using a digital dictation platform to process. This entailed Professor N London capturing his notes through a smartphone application or voice recorder as an audio file, Lou would then be sent the file to type up.

Nuance® **Dragon Medical One**

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Although digital dictation can be extremely beneficial and timesaving for many, for Professor N London and Lou it wasn't the right fit. In fact, Lou explained: "typing is the least favourite part of my job."

Lou approached VoicePower to see whether there was an alternative method of doing their reporting that would be more suited to them. After various discussions regarding their objectives, IT preferences and understanding how they wanted to work, VoicePower suggested a hybrid speech recognition solution that was new to the market…

The Dragon Medical One & Winscribe SpeechKit

The Dragon Medical One SpeechKit is a unique solution that has come to the market very recently, it is a hybrid of medical speech recognition and Winscribe Cloud dictation.

Why was this right for Professor N London? Well, it is the perfect combination of using a process that is familiar and that they are used to (dictation) along with the added speed and stealth of real-time speech to text.

With the SpeechKit, users have the standard Winscribe platform where one would access and complete transcription jobs, as well as have the option to dictate using speech recognition. Not only will this be favourable to Professor N London and Lou in terms of choosing which method they'd like to use, but the SpeechKit is also more cost efficient in comparison to paying for two different products.

Only a few months since the SpeechKit roll-out, the pair are extremely pleased with their hybrid speech recognition workflow:

"We have been blown away with the new system. It has nearly quartered our typing turnaround times, making the practice much more efficient. We would highly recommend this software for anyone who is looking to cut down typing times and increase office productivity."

Speaking is 3x faster than typing and allows for more accurate and detailed documentation. Dragon Medical One also has in-built medical vocabularies to avoid adding complicated medical terms manually as well as having to make corrections.

However, it is having more free time to focus on more important tasks that has really won Lou over:

"It gives me more time to manage patient care and surgery bookings. The main reason I needed to free up more time is so I can concentrate more time on being Professor N London's PA i.e., managing his practice, conferences, travel, and life events." - Lou Nellies, PA

Impressively, that is exactly what the SpeechKit has done for Professor N London's business:

"It's given Professor N London the ability to pass more on to me to effectively make his work life less stressful, which is the whole point of my role. He is now filtering jobs he doesn't have time to do down to me. It's basically a win for us both." - Lou Nellies, PA

Working with VoicePower

VoicePower pride themselves on being more than a box-shifter. Support and training are of the upmost priority in their books and the key to a successful technology roll out.

Professor N London and Lou witnessed this first-hand with a training session with our Professional Services Manager, Paul; He taught them how the hybrid solution works, how to use the speech recognition aspect and did some test jobs to demonstrate it to them.

This service was clearly appreciated by Lou, who says:

"Paul, who has supported and set-up the system, has been hands-on with his guidance and his communication has been excellent allowing the transition process to be almost seamless." - Lou Nellies, PA

VoicePower Ltd - The Speech Recognition People

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Dragon Medical One
A Medical Secretary Perspective

Site Profile:
• This case study has been produced by a Medical Secretary within the Gloucestershire area in a Dermatology department.
• The department processes approximately 1000 letters per month.

Challenges and Speech Recognition myths
• Speech Recognition software is seen as a negative to secretarial staff.
• Creates loss of job anxieties and workplace stress.
• Strain on the secretarial team to implement changes and normal working practices.

Results
• Full departmental deployment of Dragon Medical One to the Dermatology Clinicians.
• Turnaround time is now dramatically lower.
• Backlog of letters within department has gone.
• Medical secretaries are always up to date.
• Patient and GP letters are accessible on same day as clinic.
• Secretarial workload more manageable.
• Staff absence in department easier to cope with.
• More time for tasks: emails, telephone calls, patient filing/printing and sorting post/deliveries to department

Quite often with a Speech Recognition deployment the emphasis and success criteria are centred on the Clinician side and how they will adopt and what changes are required for them when using the solution. At VoicePower we do not only look at the implementation side of Dragon Medical One from a Clinician perspective but also focus on the workflow and how this will affect the whole department including the Medical Secretaries.

Battling the backlog

The initial driver for a change in solution was due to the sheer backlog of dictation being produced by the Clinicians. This meant that letters were not being distributed to GP's and patients on time and from a Medical Secretary's point of view, the workload was becoming unmanageable, stressful, and demotivating. There wasn't enough time to deal with email and telephone enquiries, print letters and file patient notes as well as manage the post and deliveries as well as type the day's clinics let alone impact the backlog of dictation.

A quick replacement had to be implemented to maintain the smooth running of the department and to continuously meet specific NHS targets.

VoicePower had previously been involved in a similar pilot scheme within other departments within the Trust and was asked to provide support, training, and guidance in implementing Dragon Medical One within the Dermatology department.

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Expert advice

VoicePower worked closely with the Service lead, Clinicians, and the Medical Secretaries within the department. During these consultations, they created a workflow that allowed the Clinicians to create patient and GP letters within the departments EPR direct.

With their new solution, letters are created in real-time. Whilst this was a much-needed change for the department and service, the solution does bring the following anxieties to a Medical Secretary role:

- Job loss/redundancies.
- Change in role and duties.
- Job satisfaction.

During the consultation stage, VoicePower included discussions with the Medical Secretaries and outlined the importance of their role with the forthcoming changes. As well as providing the Clinicians with one-to-one training sessions and quick start hand-outs, VoicePower also offered ongoing support. Meaning, once the solution was implemented the department could still rely on VoicePower's expert knowledge via telephone, email and remote connection.

Dragon Medical One – Enterprise-ready speech recognition

Dragon Medical One is a cloud-based speech recognition solution that provides fast, accurate and secure document creation. Its lightweight deployment means that it is accessible within both main and satellite clinics for the Clinicians to report with. It can also easily be deployed onto laptops where necessary.

Dragon Medical One offers usage reports through its own analytical database. This enables administrators to review progress, efficiency gains and levels of use by the Clinicians. The analytic suite also allows the trust to see the returns that they're receiving for their investment.

The process to create patient letters within and EPR was created through VoicePower's expertise and experience and helped to successfully implement the solution to meet the needs and requirements of the department and individuals.

What benefits did Dragon Medical One bring?

Once the initial consultations had taken place and Dragon Medical One solution implemented for the Clinicians, the medical secretaries reported the following:

- Dictation back log reduced.
- Quicker turnaround as letters were dictated directly into the EPR.
- When patients or GPs enquired about outcomes, the information was available for the Medical Secretaries to give straight away.
- Tasks such as answering phone calls, responding to email enquiries and printing/filing, and sorting the post/deliveries were more manageable and could be prioritised.
- Motivation at the end of each day/week was improved as there was time to do all tasks for that day/week and a feeling of completion rather than a never-ending panic.
- Staff absences didn't impact the department.

What do the Medical Secretary team think?

"If we didn't have dragon, we would be drowning so it has worked really well for us"

"it's fantastic – we would be so far behind if we had to do all the typing"

"it's so much quicker for us to answer a query without typing the letter first"

"We now have more time for all the other admin tasks which weren't getting done"

"We have less notes in the office so fewer requests to deal with"

Carly Hopson
Secretarial Supervisor and
Secretary for (Consultant Dermatologists)
(Specialty Doctors), (Dermatology Nurse Specialist) &
(Plastic Surgeons)
Dermatology, GRH