

Paddington Green Health Centre

What problems did the customer have?

As a busy five-partner practice close to London providing a full range of healthcare clinics, Paddington Green Health Centre was growing increasingly frustrated with trying to work with faulty and ageing dictation tapes, doctors having to re-dictate letters because tape recordings were inaudible because of dirty tape heads and staff having to listen to entire tapes in order to find relevant dictations. The surgery also found that the analogue equipment it relied on so heavily was very high maintenance and costly in terms of repairs.

How did the customer hear about Lexacom?

Paddington Green Health Centre had seen Lexacom products being used at another surgery and the software was highly recommended by that particular practice. Paddington Green officials therefore decided to take advantage of the Lexacom risk-free trial to see if the software would cure their existing dictation management problems.

What was the customer reaction?

Senior medical secretary, Nicola Melton, said: "The first advantage we noticed was the ability to clearly see what needed to be done and to have the work prioritised with immediate and urgent letters automatically entered at the top of the selection list. It was also useful to be able to see at a glance how long the dictation was and who had sent it.

"Another feature we hadn't been accustomed to with analogue tapes was the ability to save the voice file for future reclaim and to share a workload equally and fairly [®] between job sharers. Having this facility with Lexacom enables us to organise a much fairer distribution of dictations between staff and has generally made our workload much easier to manage.

"The doctors have also found benefits as the dictation system is always ready to use and there are no battery checks to perform or tapes to find before work can start. The doctor can dictate and send a letter during surgery and the desktop is not cluttered with dictation hardware and electrical equipment."

"Overall, we're very satisfied with the results of our switch over to a Lexacom digital dictation system and would recommend the software to other surgeries around the UK."