

York Medical Group

What problems did the customer have?

As a large multi-sited practice, York Medical Group was using analogue dictation machines and tapes. It found the transcription process was taking too long because tapes had to be transferred from individual branches to the main site. Prioritising dictations was difficult because the most urgent files could sometimes be in the middle of a tape. Also, due to associated problems with transporting tapes, dictations from the main site were sometimes transcribed before branch site tapes - causing unnecessary friction among staff.

What was the customer reaction?

Practice manager, Shelagh Kirkby, said: "There is now a much faster turnaround of transcription by secretaries, who can see exactly how much work is outstanding and exactly what needs priority. Output is therefore much swifter and efficiency has also increased, particularly as the sound is digital, so quality is excellent.

"Staff morale has also greatly improved. Secretaries love using Lexacom as it's so easy to work with - especially because urgent dictations are impossible to miss! Doctors like the fact that they benefit from the swift turnaround of work plus they can also track dictations through the system.

"We no longer need to buy dictation machines or tapes - the shelf life of which always seemed very short. Overall, I would highly recommend Lexacom - in fact I have already done so to practices in Selby and York!"

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