

CHEADLE HULME HEALTH CENTRE

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13.05.08

To Whom It May Concern:

We are a large dual sited General Practice in Cheshire. We have six Partners and Registrar currently serving a patient list of approximately 10,500 and a part - time secretary based at each branch, each working 25 hrs pw.

Prior to Lexacom we were using standard analogue tapes for dictation and encountering the usual difficulties that come with these, i.e. poor sound quality, problem identifying priority of letters and often an uneven distribution in the workload. Our biggest difficulties however occurred with sickness, holidays and days off, as tapes would have to physically be transported from one site to another, leading to an inevitable delay in processing.

I had heard many positive things about Lexacom but had no idea just how big an impact it would have within our Practice:

At first, one of our secretaries was very apprehensive about trying something new but by day 2 of our free trial, she was begging me to persuade the Partners to purchase it. Now both of them would hate to be without it, they love the fact that they are able to see everything need at a glance:

- How many letters are waiting.
- The priority of each letter.
- Who dictated the letter.
- Who it is for
- Where it needs to go
- How long it is.

This allows them to plan their workload accordingly and has completely resolved the issue of an uneven workload. Transporting tapes is now longer an issue when one of them is away and the sound quality is fantastic.

We are now able to easily meet a 24hr turnaround which is something we just could not guarantee with our previous set up!

The doctors are big fans too; they have been overwhelmed at the speed and efficiency our secretaries now achieve. One of the Partners, Dr Steve Hastings, commented that one of his letters had been picked up by a secretary, typed and returned to his in tray for approval in less than 9 minutes. Needless to say he was pretty impressed.

We employ a number of Locums throughout the year and they have all found Lexacom very easy to use. A few have commented that it is shame more Practices don't have it yet, as it saves them having to pester members of staff for dictating machines, tapes or batteries.

Everyone here is extremely pleased with Lexacom and the Gold support that goes with it and will continue to recommend it to other Practices. Other surgeries and our PCT have sent representatives out to us to see it in operation and been so impressed; they went away and bought it too!

Janine Elliott MCM1
IT Manager

On Behalf of: Drs Day, Shipston, Hastings, Davie, Webster & Byrne

Doctors: J.F. Day, A.M. Shipston, S.C. Hastings, J. K. Davie, A.L. Webster & B.A. Byrne