

Lexacom®

Customer name:	Pauline Drummond, Practice Manager
Type of business/organisation:	Cheddar Medical Centre
Address:	Roynon Way, Cheddar, Somerset BS27 3NZ
Date of installation:	March 2009

What problems was the customer having?

The Cheddar Medical Centre, which looks after 7,500 patients, was struggling to get the best out of the voice recognition software that it was using in conjunction with digital voice recorders and needed an alternative solution that would be more reliable and easier to use. Some of the GP partners liked the VR system that was in place but others either couldn't make it work or were unhappy to use it. The Practice Manager therefore needed to find a solution that would be embraced and liked by everyone at the practice.

Why did the customer choose Lexacom?

The Practice Manager at Cheddar Medical Centre, Pauline Drummond, asked her colleagues in the local area if they could recommend a digital dictation platform and the Lexacom name was mentioned a number of times. Pauline therefore invited Lexacom into the practice to demonstrate its software.

Did the customer take advantage of a free trial?

Yes, the staff at Cheddar Medical Centre enjoyed a 30-day free trial. They liked this offer because it allowed them to fully explore the capabilities of the software before making a final decision to purchase. Once Pauline Drummond and the staff were happy with the software, they immediately committed to a full installation in all six consulting rooms and at one secretary station.

What has the customer reaction been to the software?

Practice Manager, Pauline Drummond said: "We had very little control over our dictations before we turned to Lexacom, but this new system is extremely robust and gives us complete control over what's happening with our paperwork and referrals. We have complete visibility when it comes to our priorities and the secretaries are much happier. Before Lexacom it was a case of whoever shouted the loudest got heard first.

"The quality of the Lexacom product has been fantastic and so has the customer service we've received. If we've ever had a problem or a question we've just dropped an e-mail to our sales representative and he's dealt with it swiftly. Lexacom has had a solution to everything."