



LEXACOM CASE STUDY – Handforth Health Centre

Customer name:	Handforth Health Centre
Type of business/organisation:	GP practice
Address:	Wilmslow Road, Handforth, Cheshire SK9 3HL
Date of installation:	August 2011

What problems was the customer having?

The Handforth Health Centre employed an analogue dictation system but this was becoming increasingly frustrating to use. Practice Manager, Joanne Morton, said: "The tapes and equipment broke regularly, people never marked dictations as urgent and there was always between four and six letters on each tape – no matter how much we told people to keep the numbers down. It was not an ideal situation and was costing us a lot of time."

How did the customer hear about Lexacom?

The practice had a demonstration of Lexacom's digital dictation some time ago but it didn't have the budget to purchase the system at the time. However, when Joanne Morton became practice manager, she discussed the dictation problems with the secretaries and made it her priority to address them.

Did the customer take advantage of a free trial?

Yes, the staff at Handforth Health Centre enjoyed a free 30-day trial with Lexacom. "We were 100% positive about the advantages a digital dictation system would bring us but the free trial was a good way of underlining them so we would be completely sure of our buying decision when funding for the new system came through," explained Joanne Morton.

What was the solution that was delivered by Lexacom?

Handforth Health Centre is now using a complete Lexacom solution to handle and process its patient information. It has digital dictation software installed in nine of its consulting rooms and on the computers of three secretaries.

What is the customer reaction after the installation?

Joanne Morton said: "We haven't undertaken any formal audit yet but there is no doubt that Lexacom has made things a lot easier for everyone involved in the dictation process at the surgery. The doctors are now dictating between consultations and that has given way to a regular and steady flow on information to the secretaries.

"As a result, our letters are now moving freely and everyone is now much happier and enjoying the fact that they don't have the stress that came with the tapes.

"It took a little bit of time to secure the funding for Lexacom's digital dictation software but I'd definitely say it's been a worthwhile investment."