

Lexacom®

Customer name:	Moss Side Family Medical Practice
Type of business/organisation:	GP practice
Installation hospital:	Bees Close, Moss Side, Manchester
Date of installation:	February 2011

What problems was the customer having?

Although a relatively small practice, the Moss Side Family Medical Practice was growing increasingly frustrated at the time taken to process patient information and referrals from doctors. "The doctors used to give us their information in writing and that presented a major headache," explained Medical Secretary Asmaa Rahman. "The hand writing was often hard to read and the locum doctors would often hand over their information and leave. That meant we had to chase a lot of information and that caused a significant delay."

Why did the customer choose Lexacom?

Practice Manager Melanie Jones first heard about Lexacom from a locum GP that spent some time working at the Moss Side Family Medical Practice. She was particularly attracted to the idea of having a free trial before making a final purchasing decision.

Did the customer take advantage of a free trial?

The team at the Moss Side Family Medical Practice used Lexacom's digital dictation software free of charge for 30 days. Melanie Jones said: "The free trial proved a great success and Simon Brady, the Lexacom salesman, was really flexible the whole way through. For instance, I asked for more time to make the buying decision because the Senior GP was unavailable and Simon helped me to sort this without any hassle."

Has the customer noticed any gains in efficiency?

Asmaa Rahman said: "As the only typist at the practice, I noticed a difference as soon as the software was installed. It's absolutely fantastic and is instrumental in helping me to get through my work a lot quicker. I can now type up letters as soon as they are dictated and I also have control over the quality of the dictations that are coming in from the doctors. If I need them to speak more clearly or to speak a bit slower, all I have to do is ask them. Lexacom gives us complete control over the entire dictation process."

What has the customer reaction been to the software?

Practice Manager, Melanie Jones said: "Lexacom's digital dictation software certainly makes my secretary very happy and I have stopped hearing complaints about 'doctors scrawl' and dictations that are impossible to hear on tapes. The improvements that the software has brought to the practice have definitely reduced my headaches."