

# LEXACOM®

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## A great replacement for the previous digital dictation system

**Vauxhall Practice in Chepstow, Monmouthshire, moved its digital dictation platform to Lexacom in the latter half of 2022, after a range of issues and poor service from its previous digital dictation supplier.**

The practice serves its community via the Vauxhall Practice and Tutshill Surgery, putting its patients' needs at the heart of everything it does, and working to the philosophy of 'Get Well, Keep Well'.

This sees the team at Vauxhall surgery handle over 5,000 calls, make more than 200 hospital referrals, and issue an average of 500 administrative communications to patients every month.

With such a workload having an effective, efficient, and easy-to-use digital dictation system helps to keep administration running smoothly.

Sadly, before Lexacom, the previous digital dictation system was causing the opposite situation.

Now, after some time using Lexacom digital dictation, Georgia Wyllie, Associate Manager at the practice comments:

*"Lexacom has given us a better, easier, and simpler way of working. When we call to rectify any problems, we are always met with very customer-driven people, who are more than happy to support us in finding a solution. Our clinical team is now able to dictate from their phones (via Lexacom Mobile) which is an added benefit. I am also able to make accounts for new staff once old staff have left the practice with little to no hassle."*

## About Lexacom digital dictation

Designed to make your life easier, Lexacom 3 is the most advanced and versatile digital dictation and workflow system available. The ideal solution for organisations looking to evolve their working practices.

Lexacom 3 is cost-effective, reliable,

accurate, and fully scalable – whether you have five or five hundred users, and as Vauxhall Practice has found, maintaining these users is simple.

Software updates, access to our online knowledgebase, and UK-based technical helpdesk are all included in your subscription.