

LEXACOM SCRIBE

The key for me is how well integrated Lexacom Scribe is with Lexacom Digital Dictation. If I had realised how seamless it is, I would have tried Lexacom Scribe sooner.

Practice manager in south-west England

A great help when staffing fell

A practice in south-west England has seen a range of changes in the last few years. Physically, the practice has expanded with a recently completed two-storey extension. That has doubled the floor space, added a range of new consulting rooms and facilities, included a full refurbishment, and was completed while the practice maintained a service to its population of over 19,000, approximately 300 of whom visit the practice every day.

Other changes have included staff departures, both as the natural cycle of change and through the impact of the pandemic. One area of the practice that this affected was the secretarial team. With several of the team leaving and limited options for replacing them with staff trained in medical transcription, the practice manager looked for solutions and settled on Lexacom Scribe, Lexacom's transcription support service.

Integration with existing workflow

The practice has been using Lexacom 3 digital dictation since 2017, to reduce the time its fourteen doctors take to write letters and advice pieces for their patients. With Lexacom Scribe, with its next business day turnaround, and UK-based NHS medically trained transcription staff, both the speed and quality of the output to patients have been maintained.

However, it was how seamless the Lexacom Scribe integration was with Lexacom 3 digital dictation that most impressed the practice manager. It is like having a dedicated team 'in the next room', providing a service as fast and as good quality as if they were 'in the room'.

Everything helps, with the pressures on the NHS

The practice's move to use Lexacom Scribe is a small part of a larger challenge that the practice is facing. Like primary care practices and secondary care operations up and

down the UK, the practice is faced with unprecedented demands on its resources.

With a full count of over thirty staff (full and part-time, clinical, reception, and administration) to maintain, the practice knows only too well about the huge number of GP vacancies in the NHS, the near 20% fall in applications for nursing staff, and the struggle to recruit trained receptionists and administrators.

Add in the compounding effect of the over two thousand extra patients that most GP practices now must provide for, when compared to just a few years ago, and the increasing age profile of the average patient, and this practice can be seen as a microcosm of the pressures on the NHS.

Continued →

This was spelled out by the practice manager in an open letter published in the local press, where they pointed out that with falling GP numbers, and rising patient numbers, the total number of patients per GP has risen by nearly twenty percent. This in turn has impacted GPs working hours, administration responsibilities, and in many cases, management responsibilities for their practices, which have increased footfall, wear and tear, and other demands.

The practice has moved to make use of non-face-to-face options and pushed digital capabilities via its website. This helps with an average

of 200 patients a day. Moving to use Lexacom Scribe, is another element of this move to working in new ways to meet these increased demands.

About Lexacom Scribe

Lexacom Scribe is Lexacom's dictation transcription service, offering secure, accurate transcriptions, with next-business-day returns.

It can be used as an on-demand, fully flexible, use-it-as-you-need-it service, for those times when the practice team needs a spare pair of hands.

Lexacom Scribe's integration with Lexacom's digital dictation system means Lexacom Scribe can be set up and running in just one day. Giving near-instant time savings to all busy practice management teams.