

Norfolk GPs go Digital with TalkingPoint - PASTON SURGERY, North Walsham Norfolk

Background

Historically a user of cassette tapes, Paston Surgery, a training practice consisting of 5 GPs and a user of I-Soft Premier (formerly Torex Synergy), wanted to explore the potential productivity gains that could be made in the surgery with the introduction of Digital Dictation and/or Speech technologies.

The practice had previously explored speech recognition software without much success, and although they were interested in the TalkingPoint concept, they were a little cautious about its performance. The practice contacted MediTalk Ltd, (A Premier Partner for TalkingPoint Medical Solutions), and decided to pilot the system initially with just 2 of the GPs, implementing both Digital Dictation and SpeechToText processing.

The system was implemented in 2 stages, each implementation process lasting 1 day. Two doctors went live initially with the remaining 3 going live a fortnight later. On the first day it became apparent that capturing the active patient name and identification number details and inserting them automatically into the filename was important. Whilst this is not a regular feature of the TalkingPoint GP Practice solution, the TalkingPoint team were able to quickly automate this process and therefore remove the element of human error from this process. TalkingPoint's highly flexible approach to problem solving now means that future users of TalkingPoint with I-Soft Premier will also benefit from this adaptation. TalkingPoint already interfaces with EMIS. Vision and Microtest.

Practice Manager, Graham Dodd explains the benefits that are currently being experienced using TalkingPoint:

“The 3 main benefits to the surgery have been:

- 1. To radically reduce the turnaround time between doctors dictating a letter and getting it back for signature
- 2. To significantly reduce the time spent typing
- 3. To eradicate the use of dictation tapes (and the numerous issues that go with them)

Moving to Digital Dictation now allows our secretary to turn typing around very quickly – often by the end of a surgery. Previously typical turn around time would have been 2 to 3 days. Letters are available to the secretary as soon as they have been dictated; there are no tapes hanging around in doctors' consulting rooms waiting for other letters to be dictated onto them, no more “lost” tapes, and no more searching tapes for the “urgent letter near the end of the tape”.

Graham continues: "We also no longer need to regularly buy new tapes, nor do we have to replace costly dictation or transcription machines - all these issues are now in the past. The recordings are clear – not something you could always say when using tapes – and as letters have a priority set against them by the doctor, the secretary can schedule her work far more efficiently.

One of our part-time secretaries left the practice just prior to us implementing the new digital dictation system, and thanks to the way the TalkingPoint solution works we have been able to reduce the hours we need to cover her work by around 9 hours a week.

Implementing the TalkingPoint SpeechToText system was an investment for the future that we considered carefully before going ahead, but we took the view that as long as it could pay for itself within a reasonable time frame we should do it. Given the reduction in secretarial hours we have seen, we estimate that we will achieve a return on the investment within two years, and we are quite happy with that.

The whole process of producing letters is far more efficient and effective than it was before, and no one involved would want to return to how things used to be."

TalkingPoint – The complete Digital Dictation and Speech Recognition Solution for GP's

TalkingPoint for GPs combines the best of digital dictation and speech recognition to serve the increasingly busy GP Surgery.

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