



# News release

17<sup>th</sup> March, 2011

## Large NHS GP Practice modernises its working practices with move from analogue to digital

**London, UK, 17 March, 2011** – Ivy Court Surgery, based in Kent and serving a wide rural area within Eastern and Coastal Kent PCT and the South East Coast Strategic Health Authority, identified digital dictation as a key instrument in streamlining the way GP's and Secretaries work.

Incorporating 10 Authors and 3 Secretaries the BigHand for Healthcare digital dictation solution was deployed in order to focus on 3 key areas;

- Eliminate problems with analogue tape based systems breaking
- The ability to share work amongst the secretarial team
- To enable prioritisation of dictation of letters, eg urgent referrals.

With the implementation of BigHand, General Practitioner's now have the ability to send all dictations, previously dictated on analogue tape machines, to a fully customisable workflow, in this case a 'My Secretary' default folder, which in turn will make the dictation available to all members of the Secretarial Team as well as an Ivy Court folder. The Secretaries at Ivy Court work similar to a "pool" system, so the dictation is sent to one folder and the Secretaries "pick the letters off" for typing. There is a "Confidential Folder" which is used for any confidential dictation, so that it cannot be read by all the users.

Debbie Brown, Medical Secretarial Team Leader at Ivy Court Surgery commented;

*"The working practices of the Secretarial Team have completely changed with the implementation of BigHand. Urgent dictations can now be typed as soon as it is dictated by the GP's and any letter being collected by the patient can be marked with a due date. The secretaries can then ensure that this is typed and signed ready for collection.*

*The clarity of the dictation is superb and there is no need now for the doctors to take time to get their tapes to the secretaries or collect "clean" ones. Every dictation can be viewed on the screen, so at any one time the secretaries know exactly what has been dictated. When typing a letter, the dictation becomes locked, which means that another secretary cannot type the same letter at the same time! When typed, the dictation can be marked as completed and this then moves to the completed folder so it is not viewed on the current dictation screen waiting for typing.*

*The improvement on the time taken to type urgent referrals has been of considerable benefit to the practice and the patients. The secretaries do not need to constantly search through tapes for urgent dictation, thus saving time. In addition the workflow has improved considerably with the movement of dictation throughout the Practice, thus benefitting the GPs, Secretaries and patients. The saving in constantly purchasing new tapes that have become damaged will certainly become evident shortly. There is also a reporting package which will be of great assistance with any audit, secretarial performance etc.*

*All in all, Ivy Court Surgery, the GPs, Secretaries and most importantly the patients, have all benefitted greatly from the implementation of BigHand."*

Other GP Practices to have implemented BigHand include; Cobham Day Surgery, Edinburgh University Health Service and Yaxley Group Practice.

BigHand are the leading provider of digital dictation and speech recognition technology to the healthcare market incorporating such NHS Trusts as; Birmingham & Solihull Mental Health NHS Foundation Trust, Guy's & St Thomas' NHS Foundation Trust Salisbury NHS Foundation Trust and East Sussex Hospitals NHS Trust.



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**About BigHand**

BigHand is based out of London, Chicago and Sydney. BigHand is the leading provider of digital dictation and speech recognition technology to the UK Healthcare market. BigHand is currently used by over 30 NHS Trusts in the UK, involving over 15,000 users. Further information is available at <http://www.bighand.com/healthcare>