



Philips Dictation Systems

# User Case



## Peterloo Medical Centre Discover Digital Dictation Cure

**Peterloo Medical Centre in Middleton, situated north of Manchester, has a patient list of around 9,500 from a large geographic area.**

**The practice employs six General Practitioners, two registrars and two part-time transcriptionists.**

### BACKGROUND

In common with many health practices across the country, Peterloo Medical Centre faces the ongoing task of improving health care provision for its patients while improving practice efficiency under very tight budgetary controls. The need to replace their 'end-of-life' record taking system was a clear target area for improvement.

### PROBLEM

Originally staff of the Peterloo Medical Centre were using a voice processor system that used phone lines and a central bank to store their records. That system performed reasonably well but they were unable to renew the contract for it, and so decided at that time to invest in a more up-to-date digital system. While they considered the various digital options available, they decided to use an analogue system as an interim solution. The sound quality of these hand-held analogue tape recorders proved to be very unreliable, and a lot of time was wasted due to lost or broken tapes. This experience just confirmed for them that they needed a much more robust and reliable long term solution, and this would have to be digital.

### APPROACH

Having decided that digital technology was the key to improving their office workflow, the doctors and staff at the Peterloo Medical Centre were given the opportunity to trial a new Philips digital dictation system for an article in the New Generalist journal. The trial came at just the right time.

Senior GP Dr Simon Clark said: "Being conscious of the NHS push for digitisation and electronic records, it was with great interest that we agreed to review digital recording solutions. We were asked to review two Philips digital dictation systems: the Digital Pocket Memo (DPM, 9350) and the Digital SpeechMike Executive (6275), as well as the Transcription Kit (6277) software and accessories."

### KEY ISSUES

- How to replace 'end-of-life' dictation system
- How to migrate to a digital system that would provide electronic records
- How to lower costs and increase overall office efficiency

# PHILIPS



## RESULTS

Dr Simon Clark was able to report some very positive feedback in the New Generalist journal. First impressions of the Digital Pocket Memo were good. With its slim design, push-button controls and prominent LCD screen, the GPs found the DPM very intuitive to use, and not unlike a mobile phone in terms of size, mobility, familiarity and general ease-of-use. They found that the main bonus of using a digital voice recorder is the absence of tapes, the data instead being stored on a removable Multimedia or SD memory card that provided space for countless documents and patient records.

Dr Clark commented that: "A big advantage of this system is the ease with which one can go back to any point in the dictation to edit a recording before it is sent for transcription. The DPM is so flexible that a recorded portion of dictation can be over-written, deleted or a new section inserted." The GPs found that they could now dictate memos and reports wherever they happened to be, whether pacing about the consulting room or on a home visit. They could transfer reports to a laptop and email them directly to the transcriptionists, or when returned to the surgery, they could upload their data via a USB connection.

Not only were the Digital Pocket Memos very convenient and easy to use for doctors, but the transcription system delivered huge benefits to the typists in the practice. Dictations became available immediately on the system and urgent jobs could be prioritized. The GPs and other staff were able to save a lot of time and energy, due to the rapid distribution of sound files across the network.

Dr Simon Clark said: "Our typists were impressed with the sound quality of both systems [Digital Pocket Memo and SpeechMike], and they appreciated the absence of tapes to get lost or damaged. Both typists felt that the digital systems were a huge improvement over the traditional tape system."

## SUMMARY

So pleased were the staff at Peterloo with the trial that they had no hesitation in adopting the Philips system and plan to extend it as the practice grows. GP partner Dr Carolyn Walker said that the sound quality had allowed her to concentrate more on her patients instead of dealing with dictation queries from the transcriptionists and that if they were to expand their practice in the future, all new GPs and admin personnel would automatically use Philips DDS.

Dr Simon Clark and his staff would not think of returning to any other system. He concluded: "We could recommend either products [DPM or SpeechMike] for any practice looking to replace or upgrade their current dictation system. Our personal choice would be the Digital Pocket Memo, for its ease of use and range of features."

## CRITICAL SUCCESS FACTORS

- Superior sound quality providing quick and accurate transcription
- Document organisation and retrieval greatly improved
- Better workflow management and prioritization of tasks
- Improved overall efficiency contributing to better patient care

