

Lexacom gives light relief to Practice during busy times

Submitted by: Lexacom

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Westcourt Medical Practice have appointed leading digital dictation provider Lexacom and outsourced transcription partner, Accuro, to create a new document creation software to allow them to have a more balanced work lifestyle.

In the short time they have been using Lexacom and Accuro, they have already seen how their new digital dictation software is helping to utilise their administration time in a more efficient way.

Clair Witcher, Practice Manager from Westcourt was recommended by another practice in their area to see how the Lexacom 3 software was creating a more efficient process in their surgery. It struck a real chord with Clair and she immediately arranged for a demo so her colleagues could see what she'd been shown.

Feeling reassured from the beginning with how the software would work, the entire team were more than impressed and, so much so, they signed up for Lexacom 3 straight away.

Clair Witcher commented "There was no need for us to take up the offer of the 30 day trial. We were filled with confidence as to how the software would help us manage our workload and make our working practices more efficient right from the outset".

Westcourt looks after 12,000 patients, cared for by 9 GPs, 8 nurses and a team of Administration and Medical Secretaries. Having previously used the traditional cassette tapes to dictate on the team, who between them have around 15 years of medical administration experience, took to Lexacom 3 like a duck to water.

"We are really pleased with the ease of use, and it is well regarded by our GPs. The tracking, from dictation to dispatch, is really useful for us. We've had no big IT problems and it links well to our clinical software, SystemOne. Any teething problems we had to begin with were dealt with quickly by Lexacom's Support Service Team."

Not long after installing Lexacom 3, Westcourt signed up with Accuro who offer outsourced transcription services. Fully integrated with the Lexacom 3 software, Westcourt can choose to use Accuro's services as and when they need to, depending on their workload and staff.

"Outsourcing has been easy and user friendly. Being able to use the service and send across dictations happened within an hour of us signing up with Accuro! We have two Medical Secretaries in our team and there are often times when one of them is on holiday or we simply have a lot of work on. To manage the workload, we just send them across some work to transcribe via the Lexacom user portal and it's returned within 24 hours. It's absolutely brilliant and it ensures my team feel confident that the work will be done in their absence. I give the team the freedom to manage their workload and so they decide when they choose to use Accuro for additional support. Even when I am managing their workload, I can ring Accuro and get their help!"

Clair Witcher also added that using Lexacom 3 in conjunction with Accuro now means they never lose momentum on their workload and she can be assured that her team can take a break when they need to and have the freedom to balance work with pleasure.

Dr Andrew Whiteley, Managing Director at commented: We are delighted to be working with Westcourt Medical Practice. With the option of the Practice also using Accuro's outsourced transcription services which works perfectly for Westcourt's workload needs, it proves how well the Lexacom 3 software integrates with third party services such as outsourced transcription and how the two complement each other".

Overview

Lexacom is the only provider of advanced digital dictation and workflow solutions that can offer the most flexible range of fully integrated services.

Designed specifically with the medical user in mind, our all-encompassing software, Lexacom 3, is the ideal solution for organisations including GP Practices, Federations, CCGs, NHS Trusts and specialist providers. Lexacom 3 can be configured specifically for any organisational structure's requirements in order to lighten your workload, improve accuracy and enhance efficiency in your workplace.

The only system approved by EMIS Health, InPS and TPP, Lexacom fully integrates with all the major clinical systems in Primary Care. We are now a recommended partner of Emis Health as their supplier for digital dictation and speech recognition.

Lexacom 3 offers the most flexible range of fully integrated third party services including Outsourced Transcription, Speech Recognition and 'Print to Post' services, providing a complete end to end work flow creation service. We have partnered with carefully selected suppliers who can offer enhanced, secure services which we are able to deliver to our customers. Users can also enjoy continuous access and flexibility with Lexacom Mobile, enabling dictation on the move, compatible across all major portable devices.

Integrating seamlessly with your Lexacom system, our latest software enables you to access these third party services as and when you need them, allowing you maximum flexibility to manage your resources effectively, lightening your workload, improving admin accuracy, practice efficiency and patient safety.

Visit www.lexacom.co.uk for more information and read reviews about Lexacom
<http://practiceindex.co.uk/gp/catalogsearch/result/?q=Lexacom>

For more information about Lexacom 3, Lexacom Mobile and the fully integrated services that Lexacom offers to provide a completed end to end workflow, please contact our Sales Team by email sales@lexacom.co.uk or by telephone 01295 269910

To set up interviews or for more information, please contact Emily Hayward, Marketing Executive. Telephone 01295 239916 or email emily.hayward@lexacom.co.uk