A healthcare professional in blue scrubs is shown in profile, facing an elderly patient with white hair. The patient is wearing a grey sweater and glasses. The background is a blurred hospital hallway.

PHILIPS

Dictation

Success story

A more efficient way of
working with **Philips**
speech-to-text
technology

A busy General Practice with 8200 patients, Parkway Medical Group has a long history of providing high quality primary healthcare in the West End area of Newcastle upon Tyne. The Practice has a team of 21 staff responsible for the aid of minor illnesses and specialist management of long-term conditions.

The facts

The customer

Parkway Medical Group,
Newcastle upon Tyne, United Kingdom
www.parkwaymedicalgroup.nhs.uk

Philips Partner

SpeechWrite Digital,
Birmingham, United Kingdom
www.speechwrite.com

The solution

Philips SpeechMike Dictation
Microphone

Philips SpeechExec Enterprise
Dictation Workflow Solution

An upgrade to their IT infrastructure also brought an opportunity to update their voice-controlled document creation system, and Parkway sought the expertise of Philips Certified Partner SpeechWrite Digital for assistance. The General Practice wanted a modern dictation and transcription solution that would be simple to use and flexible enough to future-proof their investment.

Better distribution of work with a central view of tasks in the queue

SpeechWrite proposed Philips SpeechMikes for the consultants to dictate work tasks, with SpeechExec Enterprise software managing the flow between the clinicians' dictations and the transcriptions, executed by Parkway's support team of secretaries. The new solution was fully integrated with their clinical system, enabling their staff to easily find patient data and attach the correct record to the patients' correspondence.

The new voice-controlled document creation delivered a more efficient way of working, with clinicians sending their work to the SpeechExec software platform, where dictations were automatically routed to the right admin resource for transcription. All staff had access to a centralised view of their work status, and tasks could be tracked through to completion. The Philips solution enabled clinicians to optimise communication with their patients, as their correspondence was faster and more accurate, and gave the secretarial team a clear view of the quantity of work in the queue, so they were able to better resource capacity.

Delivering software and hardware updates across all users is now fast and simple

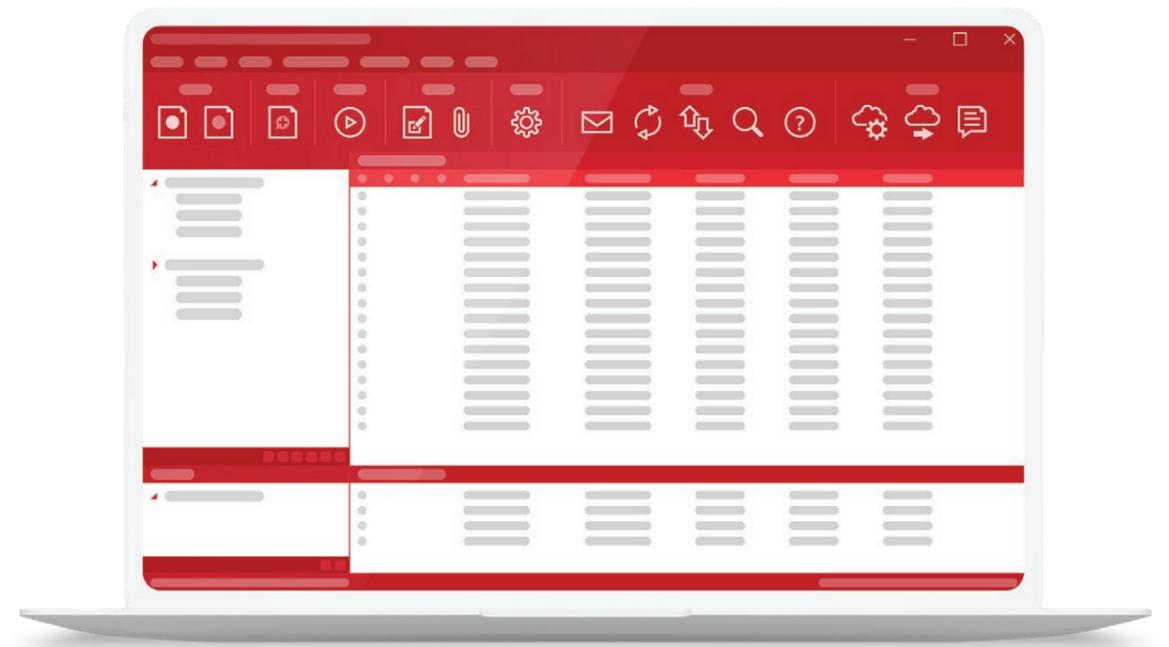
An important advantage of the Philips document creation solution was savings on software. SpeechExec's concurrent licensing model gives a pool of licenses to be shared across a group of users, with the licensing mechanism ensuring that at no point in time the maximum concurrent number of licenses is exceeded. Furthermore, SpeechExec lets central configuration and management of the dictation and transcription flow, as well as firmware updates for the SpeechMikes. Now making changes in user settings and implementing hardware improvement across all users is a fast and easy process.

Parkway's clinicians found the SpeechMikes comfortable to use over long periods of time and were pleased to be able to control their admin work from a single device. The secretaries received a steady flow of dictations, eliminating extreme peaks of work. Philips SpeechExec Enterprise improved efficiency and allowed for proactive management of team capacity and reallocation of work based on demand. As a result, correspondence to patients was faster and more accurate, helping Parkway deliver the highest possible primary healthcare to their community.

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Thanks to the superb sound quality of the SpeechMikes and the outstanding ease of use of our new system, we now have a future-proof solution that benefits our surgery and patients.

Donna Aydon
Practice Manager



Philips SpeechExec Enterprise Dictation Workflow Solution

