

## Winscribe OnDemand Provides Immediate Efficiency Gains for Walkden Gateway's Physiotherapy Department

Document turnaround times for physiotherapy patients could take up to three weeks to be completed with Walkden Gateway's old system for managing dictations. This was mainly due to the physiotherapy department's reliance on an analogue dictation system.

Physiotherapists were not located centrally, meaning that regular runs to collect tapes and return completed documents were needed. On top of this new guidelines for patient letter turnaround times were being introduced, as well as penalties for failure to meet them. The physiotherapy service was also relocating from Hope Hospital to a new state-of-the-art community health centre, the Walkden Gateway in Salford. It was decided that now was the time to investigate digital dictation solutions, otherwise they would simply be unable to comply with the new regulations.

With the group's eight physiotherapists, located at a different site to the three secretaries, document turnaround time was traditionally an issue.

"The analogue tapes and transcribed reports were hand delivered by the secretaries to the physiotherapists. It could take up to three weeks for a physiotherapy report to be transcribed and sent to a GP in charge of the patient" Victoria Dickens, Consultant Physiotherapist commented.

When the service was relocated, it was thought that the physiotherapists and secretaries would be housed in the same building, but this was not the case. Victoria then realised that it was time to examine digital dictation and workflow management solutions to help improve the way reports were dictated, transcribed, distributed and managed.

"Hand delivering tapes and reports was definitely not the way forward. The issue of turnaround times became increasingly critical, particularly as NHS key performance indicators stated that all physiotherapy patient letters should be sent to the appropriate GP within 72 hours after the appointment. It became immediately evident that heavy financial penalties would be imposed if we went on working in our traditional way.

I had to find an affordable solution that could help us to drastically cut down our letter turn-around times" explained Victoria. The challenge for the Walkden Gateway was to find an easy and affordable solution that would allow the eight authors and three typists to exchange dictation files and transcribed letters a lot faster, and from different locations. Due to the relatively small size of the department, a traditional site license for a digital dictation solution would have been a costly option and rejected by the financial department.



### BENEFITS

- Secretaries can share workload more easily
- Reduced dictation turnaround times
- More secure transfer of data
- A dictation solution that is flexible and easy-to-use
- A cost-effective software subscription alternative

"Winscribe OnDemand has been beneficial for everyone; the simplicity of the software and the flexibility that the solution offers has been welcomed by all..."

**Victoria Dickens**

*Consultant Physiotherapist  
Walkden Gateway*



# Winscribe Dictation Case Study: Healthcare

## The Winscribe Solution

### Winscribe OnDemand

After researching various non-specialist providers in the marketplace, Victoria contacted Winscribe partner ABM. A long time independent provider of dictation solutions, ABM were happy to recommend Winscribe's new Software-as-a-Service product, OnDemand. An affordable subscription based version of Winscribe's award-winning digital dictation and workflow management system, OnDemand would enable the physiotherapy department to drastically decrease document turnaround time and help the group to comply with NHS regulations.

"The ABM team were very proactive and immediately organised a site visit to explore the Winscribe OnDemand option more thoroughly. We were seduced by the simplicity of the installation and the fact that there is no maintenance at all to be handled by our IT department. The OnDemand solution appeared to be the best one for us, the initial investment is more affordable allowing us to plan and spread the cost over the years" explained Victoria.

Convinced that Winscribe OnDemand was the solution, Victoria Dickens and ABM agreed the

finer details of the install and training schedule and the site went live on 2nd September, only three weeks after her initial digital dictation and workflow investigations.

"The software was made available and we could use it on the same day. Since then we have had no teething problems and Winscribe OnDemand has been welcomed by everyone. We have eight authors dictating on Philips devices so far, with three secretaries located in another building who can transcribe the dictations on site or remotely from home."

An additional benefit of the OnDemand system is that it can be accessed from absolutely anywhere. This gives the secretaries the opportunity of working from home with all the associated benefits. "Being able to work from home has helped our secretaries tremendously. They no longer have to work overtime or Saturdays to catch up and are more than happy to put in an extra hour here and there from the comfort of their own home. This has contributed to improved turnaround times, but also to the general work-life balance of our team" commented Victoria.

"Everyone is delighted with the new solution; the secretaries can now share their workload more easily, and this improved team working is showing fantastic results. We have now cut down the turn-around time for physiotherapy reports to 72 hours, and continue to reduce this in accordance with NHS guidelines..."

### Victoria Dickens

*Consultant Physiotherapist  
Walkden Gateway*

## Bottom Line Results

### Greater Flexibility with a First Class Product and Support

"Everyone is delighted with the new solution; the secretaries can now share their workload more easily and this improved team working is showing fantastic results. We have now cut down the turn-around time for physiotherapy reports to 72 hours and continue to reduce this in accordance with NHS guidelines. The risk of financial penalties is also less of a worry now," explains Victoria.

"To conclude, Winscribe OnDemand has been beneficial for everyone; the simplicity of the software and the flexibility that the solution offers has been welcomed by all, from the financial department, who appreciated the subscription concept as an alternative to an investment in full, to the physiotherapists and secretaries who can now deliver to GPs the outcome of Physiotherapy appointments much quicker."

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