

# Case Study

## New digital dictation system gets North Glen Medical Practice on track



I would always recommend any practice who doesn't already use Lexacom 3, to sign up to it now!

**Christian Aitken**  
Practice Manager

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Since 2015, North Glen Medical Practice have had their eyes opened to the differences that their new digital dictation system has brought their Scottish based practice.

For Christian Aitken, Practice Manager at North Glen Medical Practice, the timing of needing to look for a new digital dictation system, to be compatible with their newly installed Windows 7 software, could not have worked out more perfectly.

After conversing with other nearby practices – Airlie Medical Practice and Bennoch Medical Centre Practice – about their current workflow solutions, Christian discovered that these practices were also looking to change their dictation systems.

After a remote software demonstration, Lexacom 3 brought a whole new meaning to workflow efficiency, and it wasn't just the cost efficiencies of all three surgeries buying Lexacom 3 at the same time, that benefited North Glen Medical Practice.

Since using Lexacom 3, Christian Aitken has become accustomed not only to continued, high quality dictations that the Practices seven GPs make, but also to the other functions Lexacom 3. The Practice's Advanced Nurse Practitioner and their Secretary benefit from the ease of use which Lexacom 3 offers as well as the ability to choose how they manage their workload each day.

Christian commented "Lexacom 3 benefits the entire team at North Glen. It is ideal for me as I can now report back on workloads as well as being able to track patient referrals. It's very important to be able to

use Lexacom 3, as it ensures we are putting the safety of our patients first.

The medical team really love using all the additional features that we didn't have before including the use of integrating the Docmail print to post service as and when we need it. I would always recommend any practice who doesn't already use Lexacom 3, to sign up to it now!"

The other two practices who started using the Lexacom 3 software at the same time have also quickly become accustomed to the benefits Lexacom 3 brings. Tracy Simpson, Practice Manager from Airlie Medical Practice comments "As a practice we find Lexacom meets all the practice needs and offers much more. It allows us to work more efficiently. I find the reporting tool extremely useful and the installation was seamless. We wouldn't know what to do without it now!"

Erica Lumsden from Bennoch Medical Practice commented "Since installing Lexacom the turnaround time of referrals has dramatically improved. Prior to Lexacom we didn't have digital dictation, so the benefits for us are huge. The clarity of the dictation, and the dictation instantly appearing on the secretaries' desktop have both increased the speed at which our referrals are sent on. The benefit to the practice and patients outweigh the cost of this system. A great investment."