

# Aaa w. **Dragon Medical** sol. ad lib. p.r.n. q.d

A prescription to avoid burnout and improve  
practice administration.



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No tea breaks. Lunch on the fly.  
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practice.

**If the unrelenting workloads were part of the job description, you might have thought twice?**

**As a GP**, when was the last time you took an entire hour for lunch? When was the last time you could forget the ticking clock of ten minutes per consultation and simply give patients the time, attention, and reassurance they need?

**As a practice manager**, when was the last time you breezed through all the clinical documentation you were given from just the morning session and managed to reduce your workload by mid-afternoon?

**In this e-paper, you'll see that you're not alone.**

We know what you're going through – we've seen it first-hand in our work with GPs, Practice Managers and their teams. But we've also seen how technology can help and, with Nuance Dragon Medical speech recognition solutions, how you could save time and focus your attention where it really matters.

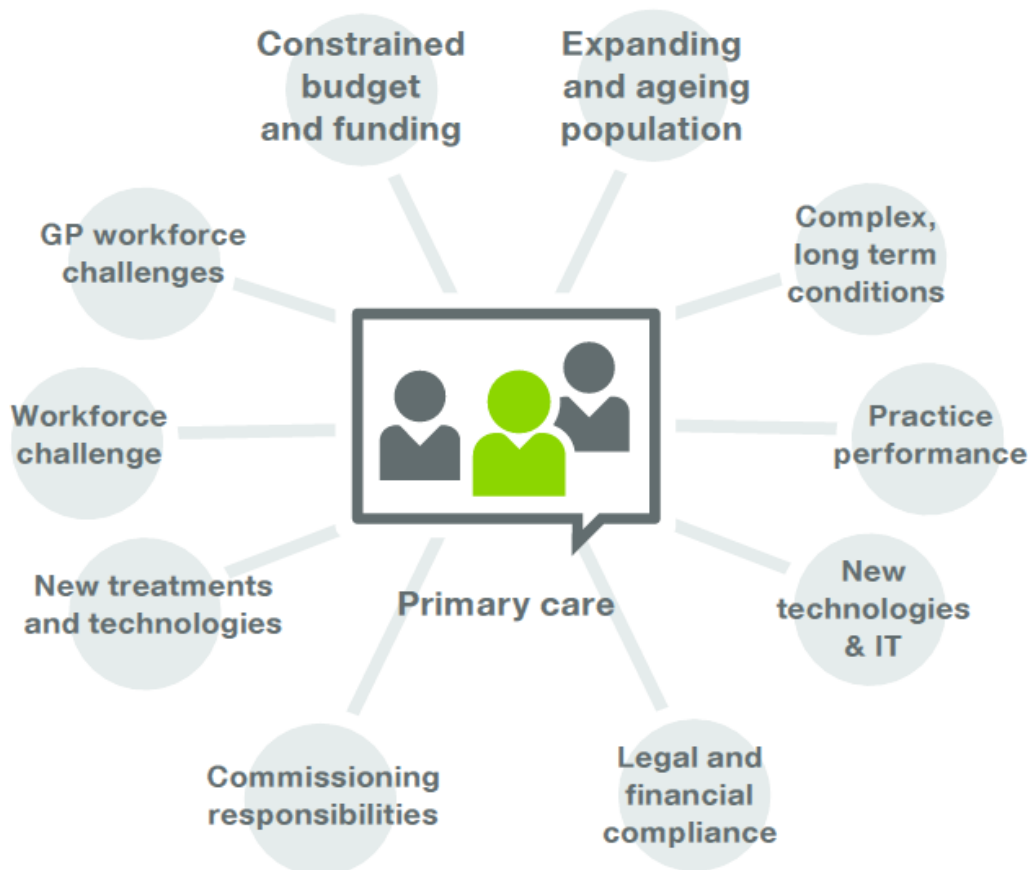
In the following pages, you'll get an overview of what your industry has been saying about how technology can alleviate the burden of administration for healthcare professionals. We'll show **you how other general practices are winning back time every single day**. Plus, you'll find out how Dragon Medical speech recognition solutions can help to not just avoid burnout and relieve stress levels, but also to improve patient care, and help you **achieve the kind of healthy working life balance you would recommend for your own patients**.

**“A.a.a. w. sol. ad lib. p.r.n. q.d”**: why not apply this to yourself?

# GP burnout.

## Workload up, satisfaction down

The pressure of delivering quality health services to a growing and ageing UK population with long-term, complex conditions and the difficulties of achieving this with constrained healthcare budgets is manifest within General Practices and the healthcare sector as a whole.



Research from the Universities of Oxford and Bristol published in [The Lancet](#) found that between 2007 and 2014, overall **GP workloads increased by 16%**. **GP telephone consultation rates doubled** and **primary care in England was undoubtedly reaching saturation point**.

These facts were echoed by the [BMA's 2016 Urgent Prescription for General Practice](#) report: 'Responsive, safe and sustainable'. [The latter](#) showed work capacity and patient demand at unprecedented levels, and called for a safer, more manageable workload, and more time with patients.

While the workload has increased, public satisfaction of GP services has dropped to its **lowest level in 35 years** according to the [National Centre for Social Research's British Social Attitudes Survey of 2017](#).



### 3 GPs per day seek help for burnout

With dissatisfied patients, confusing new technologies, a changing regulatory climate, and demand for smart new services, **it's no wonder almost 1,000 GPs self-referred themselves** to the [GP Health Service](#) - [set up to help GPs experiencing stress or burnout](#) – in the first 10 months after it launched.

# Is technology the right prescription?

**At a healthcare policy and leadership level, technology is seen as a powerful opportunity for improving patient care.**

However, for a general practice, new technology can be perceived as complicated, expensive, and not always useful.

## The vision of a paperless NHS by 2020

The vision of a [paperless NHS by 2020](#) and the [GP Forward View](#), both espouse the greater use of technology to enhance patient care and experience, as well as streamline practice processes. [Chapter 4 – Practice Infrastructure – of the GP Forward View](#) highlights that **investment in technology will deliver improved patient outcomes, flexibility for new models of care and the efficiency gains GPs are desperately seeking.**

## Patients and the use of digital technology

[Patients too are taking matters into their own hands with the help of technology.](#) The use of digital technology tools is on the rise, as well as online patient portals, digital information kits and self-check-in kiosks.

These seemingly all allow patients to take control of their own care, monitor their own conditions in real-time, and ensure their health needs are being met. [Analysis from Deloitte indicated](#) that the UK market for digital health technology would grow to £2.9 billion by 2018, driven primarily by growing demand for mobile health apps [\(+ ref. in Virtual College\).](#)

## A double-edged sword

This level of dependence on digital technology is a double-edged sword. In the wake of the 2017 WannaCry ransomware attack, which brought the NHS to a standstill for several days, and with the new European General Data Protection Regulation (GDPR) in effect since 25<sup>th</sup> May 2018, healthcare professionals need to and are taking cyber security and data protection more seriously than ever.

All this whilst having to invest in ongoing learning and development to ensure they are ready to understand the technology available, not just to them, but for patients too.

# Challenges to technology adoption by GPs.

## Backlog, volume & quality of documentation

In August 2016, a survey of GP surgery practice managers cited the **volume, the backlog, and the quality (completeness and accuracy) of patient and administrative documentation** as aspects of one of the key challenges in their workplace.

**43%**  
Backlog

**87%**  
Volume

**46%**  
Quality

The survey also found that when it came to technology adoption:



99% of practice managers and doctors stated that the creation and processing of patient documentation was a burden to their practice.



70% stated that funding was a key challenge when implementing new technology.



48.5% reported that over half their patient documentation was still on paper vs. electronic.



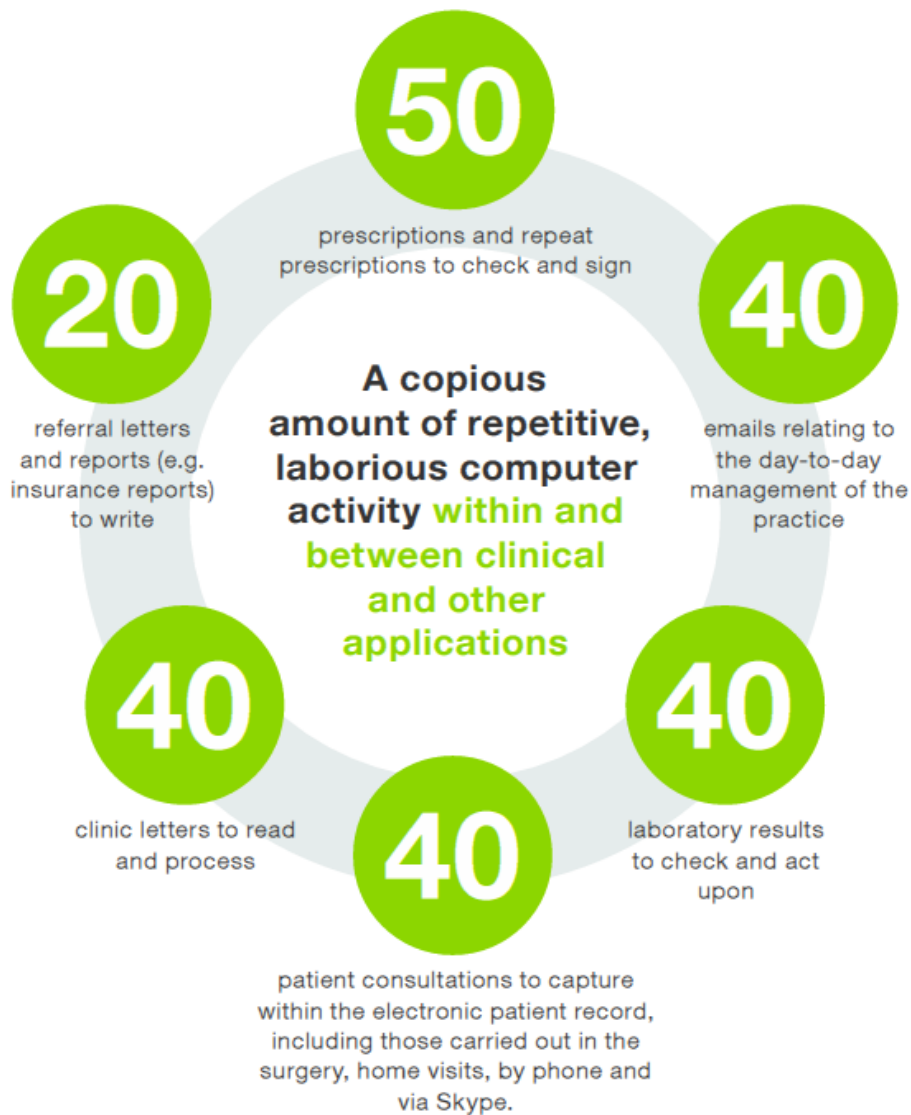
40% cited IT knowledge and experience as a barrier.



33% claimed that better technology would improve the paperwork workload in their practice.

## The daily documentation grind

Even putting process inefficiency and complex decision-making to one side, the sheer volume of documentation that a GP and Practice must handle on an average day is extensive and adds to the long working days of 9 to 10 hours.



Of course, days are diverse and varied. From consultations to meetings, from administration to uncovering ways to improve patient outcomes and efficiency, **the daily paperwork is just the start.**



# Win back time.

**Health and primary care challenges come from all angles. Together, they all become a significant drain on time.**

## Time, the most precious resource of all

**It's a lack of time that ultimately creates burnout, stress, reduced practice productivity and efficiency, and poorer patient care.** It is time that also creates challenges and barriers to adopting new technology.



So, when 45% of your time is spent on administration, 45% on patient consultations, and 10% on improving care, **even a seemingly small saving can tip the balance in favour of the work that positively impacts you and your patients.**

## What if you could win back time spent documenting patient care?

### What if that time amounted to 1 hour saved per day?

How would you spend it?

- Devoting more attention to each patient?
- Attending to the running of the practice? (meeting with partners and/or practice managers, addressing employee issues.)
- Dedicating more mental energy to thinking (or thinking differently) about improving and growing the practice?
- Going home on time to relax and be with family?

## How to win back time in your practice

### Using clinical speech recognition to improve healthcare for everyone.

In the [Nuffield Trust report 'Delivering the benefits of Digital Health'](#), voice-recognition and natural language processing are cited as everyday technologies that will alleviate the burden of administration for healthcare professionals.

#### **Work less, achieve more.**

With burnout on the rise, how do you take on new technologies to work smarter without working longer and harder?

GPs and Practices have won back time with Nuance Dragon Medical speech recognition solutions. Easy to implement, configure, and use, they:

- Turn voice into text 3 to 4 times faster than typing
- Instantly capture patient stories at the point of care
- Speed-up navigation and eliminate multiple clicks and scrolling within the EPR and clinical systems
- Streamline and simplify clinical documentation processes
- Free-up back office and administration resources.

With Nuance Dragon Medical speech recognition solutions, your clinical language is recognised first-time and clinical systems, such as your electronic patient records, can be navigated easily and quickly, hands-free.

#### **Simply use your voice.**

Capture information faster and more accurately at the point of care and in follow-up. Reduce your administrative burden – and save time – when producing and managing clinical documentation of every kind.

- Free up an hour or more per day and put your focus back on your patients
- Improve practice performance by reducing paper-flow, accelerating standard clinic letters referrals, and other documents (as these can be created and completed using intuitive voice macros and commands.)
- Create more accurate records of consultations and improve the quality of decision-making
- Speed up the process of clinical document turnaround and reduce your costs as a result
- Reduce your workload and stress – and get more 'head room' to deliver new patient-centred, integrated care as GP practice models continue to evolve.

### Save time throughout the day, every day

UK studies and feedback reports from **GPs that already use Dragon Medical speech recognition solutions confirm individual time savings of an hour or more every day.**

Typically, these include:

Activity	Time saved	Volume per day	Total time saved per day
Patient consultation	1 min	32	32 min
Updating the EPR	30 sec	15	7 min
Clinical documents e.g. referrals, discharge letters	2 min	6	12 min
In-house administration	15 sec	10	2 min 30 sec
			<b>54 minutes</b>

## The return on investment

Sold and installed by a network of certified Nuance partners, Dragon Medical can be up-and-running in no time with easy to use features to help clinical staff maximise productivity from day one. As a result, a healthy return on investment (ROI) can be achieved in as little as one month.

	Time saving in hours	GP savings £	Practice of 4 FTE GPs (8500 patients) savings £
Per day	1	70	£280
Per week (5 day)	5	350	£1400
Per month (4 week)	20	1400	£5600
Per year (46 week)	230	16100	£64400

### Assumptions:

1 hour time saving per GP per day. GP 'costs' £70 per hour. Investment £1500 (DMPE, PowerMic II, half day install & training).

**“The cost-savings just for GP time alone have made me realise just how much time and money a practice can save.”**

*Dr Alastair Dickson, GP Locum & Health Economist.*

## Dragon Medical and Artificial Intelligence

### Dragon Medical is clever software that adapts to you and your environment, saving you time. How?

Nuance Dragon Medical speech recognition solutions boast a host of artificial intelligence (AI) features – but, **what does this really mean for GPs and practice teams** dealing with challenges of the here and now, like an increasing workload and a demand for improved healthcare outcomes?

#### **AI in speech recognition.**

AI is a broadly used term and there are many definitions. Simply put, it is the use of computing power to perform tasks that usually require human intelligence. Using your voice as an interface with a computer, tablet, smartphone etc., the AI in Dragon Medical uses acoustic (sound) and language learning programs (algorithms) to interpret your voice – replacing traditional methods of typing, pointing and clicking with a keyboard and mouse – to enable you to complete a previously time-consuming part of your job (e.g. capturing and updating the patient story within clinical documentation) much more naturally, quickly and accurately.

#### **Deep Learning.**

Traditional AI algorithms analyse data linearly. Deep learning algorithms process data in a non-linear way and mimic the way in which our human brain learns and recognises patterns. The software can then make predictions based on this. The application of this sort of technology has been enabled by more data and more powerful hardware. Nuance's speech recognition engine recognises and learns your voice patterns, dialects and accents to significantly improve precision during the dictation – even in environments with more ambient background noise like open offices. This means speech recognition is fast and accurate wherever you are dictating, so you can get more done in less time and with greater accuracy, wherever you are.

#### **Neural Network.**

A neural network is an interconnected group of nodes, akin to the vast network of neurons in the human brain. This enables the software to check the context of dictation on a much larger scale, resulting in greater speech recognition accuracy. Using the software 'feels' fluid, as it's always adapting to your style, with very few interruptions to the flow of your dictation.

#### **Next Generation.**

Nuance pioneering speech recognition technology is the most advanced in the healthcare market. Meanwhile, the company's ongoing commitment to R&D ensures that the investment you make in Dragon Medical solutions today, will last a very long time into the future.

Nuance healthcare solutions incorporate the latest proven technology and are adapted and developed to meet the changing needs of its users.

**Dragon Medical speech recognition solutions are designed with general practice needs in mind and are easy to learn, easy to use, fast, accurate and reliable.**

# Clinical speech recognition in practice.

## Heatherlands Medical Centre, Upton, Wirral

### Capturing a more accurate and complete patient story in real time.

With over 4,000 patients per year, Heatherlands secretaries spent hours typing reports dictated into analogue recording devices that were expensive to use and produced poor sound quality. Determined to improve efficiency, Heatherlands switched to clinical speech recognition technology from Nuance.

**The result:**

- A more detailed, descriptive and concurrent record of the patient story for better decision-making.
- More efficient conversion from paper to digital documentation.
- Better capture of unstructured as well as structured data to provide context and rationale.

Doctors spent less time typing notes and more time focused on patients, who in turn felt a renewed sense of importance and well-being. When dictation took place during the consultation, patients could hear what was being entered into their health record. As a result, they felt more connected to the process and intimately involved with their own care.

*“Does speech recognition actually work? ‘Is it accurate?’ ‘Does it really save you time?’ From personal experience, I can tell you that the answer to these three questions is an emphatic YES.” Dr. Ivan Camphor, Senior Partner, Heatherlands Medical Centre.*


## Wellspring Medical Practice, Killingworth, Newcastle upon Tyne

### Faster correspondence turnaround eliminating backlog.

With doctors who were not proficient typists, referral letters and general record keeping at Wellspring Medical Practice took far too long. This was compounded by the need for secretarial editing and, with 60 patient letters produced monthly, the delays were adding up. The team implemented Dragon Medical speech recognition software from Nuance. **The result:**

- Far less paper-flow
- No more backlog of letters, referrals, medicals and the like
- Faster document turnaround time: 1-2 days, half a day less than previously.

*"Dragon Medical's accuracy makes the continuity of care a lot easier to achieve. It helps create letters that are coherent and can be read at-a-glance. Both medically and legally, I feel much more comfortable with the quality and accuracy of letters produced using Dragon Medical."* Liz Brittlebank, Practice Manager, Wellspring Medical Practice.

 [Read the full story.](#)


## Dukinfield Medical Practice

### Greater speed, flexibility and a more complete patient story.

Like every medical practice, Dukinfield Medical Practice wanted to spend less time on administration and documentation – and more time on patient care. After introducing Dragon Medical, the whole team found extra time to deliver care, treating four more patients on average per day while maintaining more comprehensive patient records.

*"It's the speed and flexibility of Dragon Medical. It also works in any situation across multiple applications like Word, Outlook or clinical systems, seamlessly."*

Julie Pregnall, Practice Manager, Dukinfield Medical Practice.

 [Read the full story.](#)

## Waterloo, Blyth, Northumberland

### Freeing up administrative resources.


Blyth Medical has seen a steady increase in patients over the years, coupled with a rise in long-term health problems among the local population. With 9 doctors and 4 secretaries, the team struggled with its workload even under the best of circumstances. During holidays or employee sick leave, productivity plummeted. The most obvious solutions, outsourcing transcription or hiring new staff, were too expensive. Instead, the team opted for speech recognition from Nuance.

*"Thanks to Dragon Medical we reduced the time for a 3-4 page report to 10 minutes, and saved approximately £15,000 in the first year by not having to outsource work or hire-in cover."*

With Dragon Medical's vocabulary – which covers over 60 medical specialties and sub-specialties in healthcare – the team at Waterloo are assured of its accuracy, and have come to trust it.

*"We had one secretarial cover come in who claimed to have medical experience. She couldn't actually understand any of the medical terminology used by the GPs. We don't have this problem – or expense - with Dragon Medical". "Stress levels have been reduced, we've made excellent cost savings, we're better able to cope with rising patient numbers, letter turnaround times are down, and, more than anything, our medical documentation is more complete and accurate than before."*

Chris Watson, Practice Manager, Waterloo Medical Group.

 [Read the full story.](#)


## Coquet Medical Practice, North Northumberland

### Dragon Medical frees up more time to care.

When Coquet Medical Practice recognised the value of time – and how they were wasting their precious resource – they turned to Nuance Dragon Medical. The team was able to focus more resources on patients, resulting in better levels of care, and with patient letters available instantly, the patient experience was dramatically improved.

*"From a doctors' and patients' perspective, some doctors use Dragon Medical to create their consultation notes. Some are now doing this with the patient present, which reassures them that their consultation has been captured accurately, while also giving them the chance to make changes, or correct a point if necessary."*

Lisa Scott, Practice Manager, Coquet Medical Practice


 [Read the full story.](#)

## DynamicHealth, Cambridgeshire

### Dragon Medical reduces back-office workload.

Following DynamicHealth's Dragon Medical implementation, GPs and patients are informed of care plans more quickly. Patient throughput has increased and waiting times decreased. Meanwhile, the team is able to complete administration within contracted hours and go home on time, helping clinicians achieve a better work-life balance.

*"Physiotherapy and other Allied Health Professional services are undergoing exciting changes leading to whole system improvements in the NHS. Dragon Medical integrated into our clinical documentation delivers efficiencies that support that change and our growth". Sarah Saul, Service Manager, Dynamic Health, Cambridgeshire Community Services NHS Trust.*

 [Read the full story.](#)

# Conclusion.

**The time for GPs and their practice teams to be torn between the best patient care and a balanced, manageable workload could be over.**

**Nuance Dragon Medical speech recognition solutions can free-up an extra hour every day.** Time that you can spend with patients, taking a full lunch, or simply making it home on-time.

**Nuance Dragon Medical speech recognition solutions improve accuracy, quality of care, and workload** allowing you to:

- Improve communication within and between multi-disciplinary teams
- Achieve Quality and Outcome Framework requirements for the General Medical Service (GMS) Contract
- Generate more evidence for Care Quality Commission (CQC) practice audits
- Reduce risk in medico-legal challenges
- Improve your practice's preparedness for online access to 'My Patient Record' 2020
- Capture the patient story more efficiently, leading to better outcomes and a more consistent patient experience
- Ease the administrative burden of documentation
- **Free up the practice's healthcare team to devote time to the things that matter most.**



# Contact us.

## Why not prescribe yourself an appointment to see Dragon Medical in practice?

### Request a demonstration

- ➔ To request an online, or live, demonstration - [email us here](#).  
Or call +44 (0) 800-031-4388 to speak to a specialist (quote this e-paper as reference).

### Challenge us to win back time for you and your practice

- ➔ To discuss how much time **you** could win back and to calculate the costs savings of that time for your practice, plus details on the long term benefits, contact [sarah.fisher@nuance.com](mailto:sarah.fisher@nuance.com).

### Further reading

**Blog:** [whatsnext.nuance.co.uk/healthcare/](https://whatsnext.nuance.co.uk/healthcare/)

- [Are you ready for your digital patients?](#)
- [Let's give GPs more time to care](#)
- [The dilemma of medical documentation: GP and practice manager's response to EMR](#)

**Web:** [www.nuance.com/en-gb/healthcare](http://www.nuance.com/en-gb/healthcare)

**Twitter:** [@voice4health](https://twitter.com/voice4health)

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#### About Nuance Communications Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit [www.nuance.com/en-gb/healthcare](http://www.nuance.com/en-gb/healthcare).