

Gloucestershire Hospitals boost quality of care with Dragon Medical One



Gloucestershire Hospitals
NHS Foundation Trust



An industry-leading speech recognition solution that understands complex clinical terminology



AutoText that eliminates repetitive data entry and improves documentation quality

CHALLENGE: Gloucestershire Hospitals NHS Foundation Trust wanted a more modern approach to dictation in its dermatology team to empower its clinicians to tackle clinical documentation more efficiently.

SOLUTION: Using Dragon Medical One, Gloucestershire Hospitals' clinicians can dictate quickly and easily patient letters and clinical notes, helping them create higher quality documentation faster.

RESULTS: With the ability to create higher-quality patient letters with less effort, Gloucestershire Hospitals NHS Foundation Trust has boosted job satisfaction for its clinicians and delivers a better quality of care for its patients.

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— Dr Alex Owen, Dermatology Specialist,
Gloucestershire Hospitals NHS Foundation Trust

Gloucestershire Hospitals NHS Foundation Trust is renowned for its highly specialised dermatology department, which NHS teams across the country rely on as a key centre for skin cancer diagnosis and treatment.

Dr Alex Owen, a specialist in dermatology at Gloucestershire Hospitals, sees approximately 200 patients every month. All these consultations create a significant amount of documentation work, from writing patient letters to maintaining accurate clinical records.

Previously, Dr Owen and the other dermatologists would dictate clinical notes and follow-up letters using old-fashioned magnetic tape recorders. A secretary would then transcribe the recording and send it back to the original clinician for sign off; a lengthy process that required a lot of additional administrative effort. So, the team started looking for a more efficient and convenient way to complete their documentation tasks.

Dragon Medical One empowers Gloucestershire Hospitals' dermatology team

Gloucestershire Hospitals initially tested Nuance's clinical documentation companion, [Dragon Medical One](#), in a small pilot group. But after early successes, the Trust quickly expanded to its entire dermatology department.

“Almost immediately, we found that Dragon Medical One met a lot of our needs. Everyone in the department saw its benefits,” says Dr Owen. “It’s a massive improvement on our previous approach, and VoicePower has been incredibly supportive throughout the process—there’s no problem its team hasn’t been able to fix.”



“Dragon Medical One has ultimately improved job satisfaction for a lot of our clinicians. We can see the quality of the letters we’re sending out, and we can feel confident we’re having good consultations.”

— Dr Alex Owen,
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Gloucestershire Hospitals’ clinicians use Dragon Medical One to update clinical records and dictate patient letters using just their voice. And with features like AutoText—a simple command that automatically populates clinical letters with customised content—they can work far more efficiently.

“Dragon Medical One allows you to see your clinical letter being produced in real time. Using AutoText, I don’t need to individually dictate 100 letters that are all very similar,” says Dr Owen. “It not only saves time, but increases the quality of our letters.”

Dragon Medical One’s value also extends far beyond patient letters. Gloucestershire Hospitals’ dermatology consultants regularly review photos of skin lesions sent by GPs across the country—and the solution makes that process much faster and more convenient.

“When I look at a photo of a skin condition like actinic keratosis, I can just tell Dragon Medical One to put in my usual response for that condition and it automatically populates the note on that patient’s file,” says Dr Owen. “It means we can review a lot more cases and provide more valuable notes.”

High-quality documentation leads to high-quality care

Producing higher quality documentation faster is helping the trust provide higher quality care to its patients. The dermatology department is able to record patient symptoms more accurately and ensure it keeps complete patient records for future appointments.

“Dragon Medical One helps us create excellent documentation and make it available to all relevant people—including the patient, their GP, and the hospital’s records,” says Dr Owen. “It also helps us capture patient details as they’re fresh in our minds, straight after consultations.”

Dragon Medical One’s value is even evident during multidisciplinary meetings—where many consultants come together to review patients’ cases.

“Having accurate details of a patient’s medical history is crucial to having a constructive conversation in our multidisciplinary meetings,” explains Dr Owen. “A great clinic letter makes all the difference—and helps us get to the right answers faster.”

Dragon Medical One gains the interest of other departments—and, importantly, it’s improving the roles of the clinicians who use it.

LEARN MORE

Find out more about how you can reduce clinician workload and boost care quality with Dragon Medical One. nuance.co.uk/go/dmo



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VoicePower offer a professional service dedicated to applying the right solution to your organisation to make significant differences to dictation productivity, accessibility and data capture.



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