

What's next



Healthcare

Mobilising clinicians in community and mental health

Worcestershire Health and Care NHS Trust is one of seven mental health trusts chosen as a Global Digital Exemplar (GDE); NHS England's flagship digital initiative, prioritising funding for the most digitally advanced trusts. Worcester's GDE digital and technology investments have focused on better access to patient records by enabling mobile access to the patient record system so that community and mental health teams can update patient records and other clinical documentation on-the-go and without needing to return to the hospital or clinic.

Sarah Fisher

Posted 15 August 2018



Enhancing mobile working

Recently Worcester used [GDE](#) funding to equip its healthcare workforce with clinical speech recognition to support remote working, reduce clinical documentation workload, eliminate the backlog of reporting associated with detailed patient records and replace legacy, slow analogue dictation workflows with the goal of freeing up healthcare workers to focus on patient care.

Lifting the burden

Many of the community and mental health teams make extensive notes to capture the patient story and the context of their clients'/patients' care. These notes are vital in communication with colleagues in multi-disciplinary health and care teams to ensure continuity of care and to meet child protection, medico-legal and other social care requirements.

With no back-office administration support, many of the team were spending long hours capturing patient records, writing GP letters and other clinical documentation. The results of this were people going home late or producing abbreviate notes which in turn were difficult for

others to interpret or caused duplication of effort.

Its personal

The introduction of clinical speech recognition has boosted mobile working by reducing the burden of paperwork and backlog of administration amongst paediatricians, psychiatrists, community and mental health nurses and

AHPs working with their patients in the community. [For one occupational therapist in particular, clinical speech recognition has changed not just her own working life.](#) With her renewed enthusiasm for technology the effects have rippled down to positively impact on her patients too.

Leading by example

The success of Worcester's technology investments for its mobile health workforce has come under the scrutiny of NHS England and NHS Digital. The lessons learned from use of speech recognition within the clinical documentation workflow will be communicated to and showcased for other community and mental health trusts.

Tags: [clinical documentation](#), [healthcare](#), [mobility](#)

More Information



Mobilise your clinicians

Read how Worcestershire Health and Care enabled their community workforce with clinical speech recognition

[Learn more](#)



About Sarah Fisher

Sarah Fisher is regional marketing manager at Nuance healthcare division covering UK, Ireland and APAC. Sarah has 25 years in marketing and sales at companies including Xerox, Siemens and Cisco. A spell at Novartis leading a team to deliver 'more-than-medicines' solutions in UK healthcare combined her degree and a first job in Pharmacology research with a passion for the potential of healthcare IT to overcome the many challenges faced by all healthcare systems. In her spare time Sarah leaps fences and tackles tricky trails pursuing her hobbies of horse trials and mountain biking.

[View all posts by Sarah Fisher](#)