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Case Study

Accuro streamlines the secretarial function at Derby Medical Centre



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Helen Harwood
Practice Manager
Derby Medical Centre

Accuro's pay-as-you-go service has been the ideal solution for Derby Medical Centre. Outsourcing the practice's dictation has allowed them to avoid delays during regular peak periods, staff absence, and mitigate issues in periods where the practice needs to recruit.

Derby Medical Centre is a busy GP surgery based in Surrey with responsibility for 14,000 patients.

The surgery employs a core team of administrative staff who provide a range of secretarial services, supporting seven doctors and practice nurses.

Derby Medical Centre was introduced to Accuro via GP Health Partners. GP Health Partners contacted Accuro in order to type referrals for their cardiologists. GHPH devise strategies for healthcare provision, delivering the best value for the Surrey Downs CCG.

"Derby Medical Centre began with our 30-minute free trial, an offering we make to all new customers," says Matthew Harrison, Account Manager.

He adds, "This allowed them to measure the quality and time of Accuro's service and the simplicity of its use".

"I am glad to report that Derby Medical Centre quickly realised this was a service with the high standards they were looking for".

Accuro commenced work with Derby Medical Centre in January 2017. They now use Accuro for overflow typing

and to streamline the secretarial function within the practice.

Outsourcing to Accuro gave Derby Medical Centre the ability to prioritise the work completed by in-house secretaries.

Overall, the service has provided the practice with peace of mind.

"Accuro delivers the same standard we are used to from our in-house secretaries," says Helen Harwood, Practice Manager.

"The beauty of Accuro is that you upload the files and they return them with very few questions asked, allowing me to focus on running my practice smoothly".

When uploading cardiology dictation, the practice was assured that dictations are sent to transcribers with experience in that field.

With a 400-strong panel of UK-based transcribers, Accuro are able to allocate work to transcribers across the entire range of medical disciplines.

No medical terminology is left to chance and practice managers such as Helen can be assured that patient correspondence is in safe hands.



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