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Case Study

Greenbank Surgery benefits from outsourcing medical transcription to Accuro to cover for busy periods and ensure a high level of quality



Using the system to send dictations is straightforward and the way in which we can vary the amount of work depending on our work levels, certainly suits our needs.

Gwen Green

Practice Manager at Greenbank Surgery

Greenbank Surgery is a Good to Outstanding CQC rated general practice surgery in Warrington whose skilled staff look after hundreds of local patients as well as overseeing a range of community-based healthcare support and welfare programmes.

The surgery employs a core team of three administrators who provide a range of secretarial and clerical services, supporting 10 doctors and practice nurses. Their daily tasks include typing up referral letters and medical notes alongside a range of other administrative duties.

The support that the team provides usually meets the needs of a bustling general practice; however, swelling patient numbers and busy periods have led Practice Manager, Gwen Green, to turn to the benefits of the outsourced and secure medical typing services provided by Accuro.

As an ISO27001 accredited business, Accuro delivers its services through a national network of over 400 professional transcribers, working in a safe and secure environment. The company operates a hub to enable healthcare providers to safely submit a dictation for transcribing. Once completed, the document can then be uploaded back to the hub where it can be securely accessed.

Greenbank Surgery has been using Accuro's services since October 2015. The move has seen Gwen and her team take advantage of the flexibility that outsourcing provides, using an external transcription service to cover peak periods or high volumes of work.

This has ensured that both service and quality levels are maintained for transcription work

that can vary from typing up a few lines of text to the production of longer, more complex technical documents.

Gwen Green says that Accuro's service is very efficient, supportive and enables her to ensure that transcription work is turned around as quickly as possible, usually in less than 24 hours.

Depending on volume, investment in the service can be cost effective—less than £350 per month during the busier periods—and because it can be accessed quickly and easily, as and when required, the service also eliminates overtime costs when urgent deadlines have to be met.

Investment in an outsourced service from a reputable provider can deliver significant cost savings when compared to using in-house typing services—up to 35% a year.

Employing a full time medical typist could typically cost upwards of £24,000 per year when salary, NI and other employment costs are taken into account. An external 'pay-as-you-go' service, with no fixed costs or additional staff costs, could be as low as £15,000—a cost saving of £9,000.

As the market leader in the GP sector, Accuro has more than 15 years' experience of providing secure, UK based medical typing services.



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