



**PHILIPS**

Dictation

Success story

Saving time and money at  
The Horder Centre with a  
**faster document creation  
digital system**

Founded in 1954, The Horder Centre in Crowborough is a popular medical centre and an elective orthopaedic clinic specialising in joint replacement surgery. With over 300 staff, the medical centre offers superb patient care and services with continuous investment in technology. The Centre was rated “outstanding” by the UK’s Care Quality Commission in an analysis of quality and safety of care given by 206 independent hospitals in England. With a growing numbers of patients and administrative deadlines, The Centre identified a need for a faster and more efficient document creation process to improve productivity and patient care.



## The facts

### The customer

The Horder Centre,  
Crowborough, United Kingdom  
[www.horderhealthcare.co.uk](http://www.horderhealthcare.co.uk)

### Philips Partner

Newman Business Solutions,  
Crowborough, United Kingdom  
[www.newmanbs.co.uk](http://www.newmanbs.co.uk)

### The solution

Philips SpeechMike Dictation  
Microphone

Philips SpeechExec Pro Dictation and  
Transcription Software

The Horder’s clinicians were using cassette tapes to dictate their work such as patients’ notes, letters, test results and other correspondence. They had to leave their wards to physical hand over the recordings to the medical secretaries for transcription. Aiming for a 48-hour correspondence turnaround, the secretarial staff experienced huge reliability issues with the tapes, which would regularly break, making the document creation a lengthy and cumbersome process. Further delays occurred because the tape recordings were not being sent for processing until the end of the working day.

### Accommodating more work without recruiting temp workers

The Horder Centre turned to Philips Certified Partner Newman Business Solutions to find a modern voice-controlled document creation system that addressed the requirement for multi-site connectivity and growing workloads. With this in view, Newman deployed Philips SpeechMikes for the clinicians’ dictations, with Philips SpeechExec Pro Speech Recognition software automatically turning the dictations into text. The new system with speech recognition involved minimal secretarial support, allowing them to execute further admin workload from the extra clinics.

The results were outstanding – from several days to a maximum of 48-hours, The Horder’s correspondence turnaround was a fast process, outputting documents with far greater accuracy. The Philips solution allowed the clinicians to send their work to the SpeechExec software platform, where dictations were instantly transcribed. Correspondence was created on the same day with minimal support from the secretaries. All staff had access to a centralised view of their work status, and tasks could be tracked through to completion.

The new digital system also achieved significant costs savings for The Horder. Speech recognition saved time for the secretarial staff, who were then able to accommodate further workload from extra clinics, without the need to outsource temp workers.

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The process is efficient; letters are dictated immediately after the patient leaves enabling a steady administrative flow to the secretaries and overall smoother and faster document processing.”

**Dean Putland**  
Head of IT and BI

