



Practice Profile

Llynfi Surgery, Maesteg

Practice Facts

Workstations: 22

Clinical System: Ganymede

Patients: 9,500

Scanners: 4

PCTI Software

Docman 7

Introduction

Llynfi Surgery in Maesteg, Wales, is a busy surgery with 9,500 patients. In order to offer the highest level of service the practices operating processes have to be efficient. Before using Docman, documents were manually passed around the practice, which was a very time consuming process. Through implementing Docman, these documents are now electronically workflowed to doctors for review, comment and action in a secure environment.

A paper light surgery

Llynfi Surgery has four scanners; the first is in reception so when a patient arrives at the practice the Receptionist has the opportunity to scan documents and attach them to the patient record immediately and workflow them without leaving the reception desk.

Two scanners are located within the Administrator's office. All incoming clinical documents are scanned on a daily basis and at this point the 'paper trail' ends and the documents are managed electronically.

The fourth scanner is with the Practice Manager, Paul Canham, who scans in all non-clinical documents such as bank statements and information from the LHB, ensuring there is a complete electronic record of all documents coming into the practice.

"Docman has enabled our practice to improve working procedures and improve our service to patients. We can now locate any document quickly and see if any further action is required from a simple mouse click. This has saved our staff many hours a week, helping us to become more efficient."

Paul Canham – Practice Manager - Llynfi Surgery

Docman

PCTI's Docman enables the practice to manage its paper and electronic documents in a secure environment with controlled access from the clinical system. Documents are tagged with key information such as type of letter, hospital, specialty and consultant and can have various levels of security applied to them. They can then be workflowed around the practice to individuals or groups for review, comment and action.

Non patient documents

Paul highlights "Before using Docman my desk was covered with paper and it was time consuming finding certain documents. By using Docman I can now easily locate all documents instantly, for example if I am on the phone and the conversation references a document, I can easily locate this and discuss it rather than going away to retrieve the hard copy."

The practice now manages a wide range of non clinical documents with Docman. Electronic 'filing cabinets' are easily setup enabling storage, workflow and viewing of information such as:

- Hospital news services
- LHB letters
- Audits
- Management meeting minutes
- Nurse info
- Training
- Bills
- Bank statements
- Financial

Various levels of security can be applied to any document within Docman ensuring that only relevant people have access to the information. An entire 'filing cabinet', a 'drawer' within the filing cabinet, a 'folder' within the drawer and the documents in the folders can all be restricted.

"The real time saved is in the filing and retrieval of documents. Electronic document management with Docman has certainly had a positive effect for our practice and will continue to do so."

Paul Canham – Practice Manager - Llynfi Surgery

Patient documents

Clinical documents filed using Docman are immediately viewable from the clinical system and can be workflowed around the practice for review, comment and action. Every document has its own audit trail or “document history”.

Paul highlights an example of the benefits of Docman “one example of time saved is when finding documents; if a patient calls up we can now access the documents instantly rather than arranging a call back or for the patient to wait for our staff to go and find the document. This makes us more efficient and provides the patient with information instantly.”

Improved practice processes

“Not all letters need to be seen and actioned by a doctor. Docman allows us to direct documents to the people that need to see them, thereby freeing up time and resources to improve patient care.

Workflow enables our doctors to easily review and assign actions to documents resulting in less of the GP’s time being taken up with administration tasks.”

Conclusion

“PCTI Software integrates seamlessly with our practices current processes and our staff find it easy to use, which has created efficiencies and enabled us to focus resources elsewhere.”

Benefits to the Practice

Docman 7 is a proven document management system which:

- Reduces all costs associated with filing paper
- Improves the integrity of your filed information
- Improves productivity and service
- Integrates seamlessly with your GP system

About PCTI

PCTI is a leading supplier of advanced electronic Document Management and Messaging Solutions to the healthcare sector.

We are the market leading document management provider to UK Primary Care, servicing the needs of over 5000 customers and have a rapidly growing presence in Secondary care.

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