



Accurx Scribe: Transforming GP Documentation and Consultation Efficiency

Tudor Medical Centre

Background and context

Capturing accurate, detailed notes within tight appointment times was a constant struggle.

- Typing under pressure led to typos and incomplete entries.
- Inconsistent documentation raised medico-legal concerns.
- Complex, multi-issue consultations were hard to record quickly, often resulting in rushed notes.

Impact on clinical care, productivity and staff wellbeing

Productivity: Clinics frequently overran, with note-writing spilling into breaks and after hours, reducing time for other admin and follow-ups.

Clinical care: Important context and nuances were sometimes lost, especially in complex cases, affecting continuity of care.

Staff wellbeing: Constant pressure to document accurately while keeping on time created stress and fatigue, with many losing their breaks to catch up.

Why did you choose Accurx Scribe over other options?

The decision to go with Accurx Scribe was straightforward.

It was NHS-approved, integrated directly into the Accurx toolbar, and ready to use with no additional installation or IT hurdles. As an existing Accurx customer, there was already a high level of trust in the company's reliability and governance standards.

The generous free trial also stood out. It gave every clinician the freedom to test Scribe thoroughly in real clinical conditions before any procurement decisions were made.



Now, I can maintain eye contact and focus entirely on the patient while Scribe captures the details accurately.

Setup and onboarding

The setup was seamless. Quick, intuitive, and entirely self-directed. The short tutorial was clear and easy to follow, meaning we could get started within minutes. There were no disruptions to clinical workflows or IT systems during setup.

Which teams or roles use it most, and for what types of consultations?

Initially, we anticipated Scribe would primarily support clinicians during patient consultations. However, its use has expanded beyond that. Both clinical and non-clinical team members now use it regularly:

- Clinicians use it for routine consultations, complex reviews, and follow-up appointments.
- Administrative staff use it to document meeting minutes or summarise telephone encounters.



Changes to workflow

Before Scribe, a large portion of consultations was spent looking at the screen and typing. Now, I can maintain eye contact and focus entirely on the patient while Scribe captures the details accurately.

Patients are seen on time and leave feeling more listened to. We've also adapted our consultation style — narrating clinical findings out loud during examinations, which keeps patients informed and engaged throughout.



Time saved

We're saving around 2–3 minutes per consultation, which can easily amount to an hour or more per day depending on clinic size and complexity.



Admin reduction

Referrals and documentation that used to be completed after clinic are now generated in real time during the appointment. This frees up capacity for other work or simply just finishing on time!



Work-life balance

Clinics feel less tired. Many colleagues describe it as a “pleasure to use”. It's one of those rare tools that genuinely improves both productivity and job satisfaction.

A life without Scribe

Clinician satisfaction would drop overnight. Admin backlogs would return, referral processing would slow down, and patient satisfaction would likely decline due to longer waits and reduced attention during consultations.

Would you recommend Scribe to others?

Without hesitation. Scribe has been a transformational tool for our practice, saving time, improving documentation, and enhancing clinician well-being. It's a low-risk, high-reward investment for any practice.