



Enhanced patient focus and cognitive relief in Coventry and Warwickshire

An Emergency Department (ED) operates under constant, high-pressure conditions, managing the rapid, high-volume throughput of patients with urgent and often undiagnosed needs. At **University Hospitals Coventry and Warwickshire (UHCW)**, this acute environment was set to be compounded by a five-day resident doctors industrial strike in July 2025.

The Challenge

Anticipating the strike in July and the resulting reduced team, UHCW clinicians knew that the pre-existing administrative bottleneck caused by the burden of clinical documentation, would threaten patient flow and safety. They needed a quick solution to relieve the extreme administrative burden.

The Solution, Accurx Scribe: powered by Tandem

To provide immediate support during the industrial action, the consultants swiftly deployed a five-day pilot of Accurx Scribe. A rapid quality assessment emphatically confirmed the system's accuracy and noted that the resulting documentation contained greater depth than the previous standard.

Based on this decisive success, the department authorised a six-month pilot, rolling out Accurx Scribe across ED, Same Day Emergency Care (SDEC), Frailty, Minor Injuries and Rapid Emergency Assessment and Care Team (REACT) and expanding its use to a wide range of clinicians, including registrars and Allied Health Professions (AHPs).

Overall, this hands-free approach supported clinicians to free up valuable time otherwise lost to documentation, and to strengthen patient care.



Enhanced patient experience

With Accurx Scribe on-hand and without the burden of note-taking and documentation, clinicians were able to give more focus to patients during consultations.



Time saved and improved accuracy

By capturing notes in real-time, quality of documentation was enhanced and time savings ranged from 30-45 minutes per day for an ED consultant, to 15 minutes per patient in REACT.



Immediate cognitive relief

Having immediate high-quality documentation generated instantly, clinicians were freed of the mental workload of documentation, and could direct their attention to advancing patient care.

Here is what clinicians in ED had to say about their experience of using Accurx Scribe.



Saving time on baseline history... phenomenal.



Knowing that my actions and instructions are being documented in real-time frees up the rest of the team to focus on patient care while the vital task of documentation is automated in the background.



The single biggest advantage of Scribe is its ability to remove burdensome mental work from my team. ED is a punishing environment where a clinician is always switched on and always thinking. This allows some of the burden to be relieved allowing more time with patients and more time to advance patients care.

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