



Case study

e-form application, FormStream, digitises clinical note recording for NHS Ayrshire & Arran

Challenge

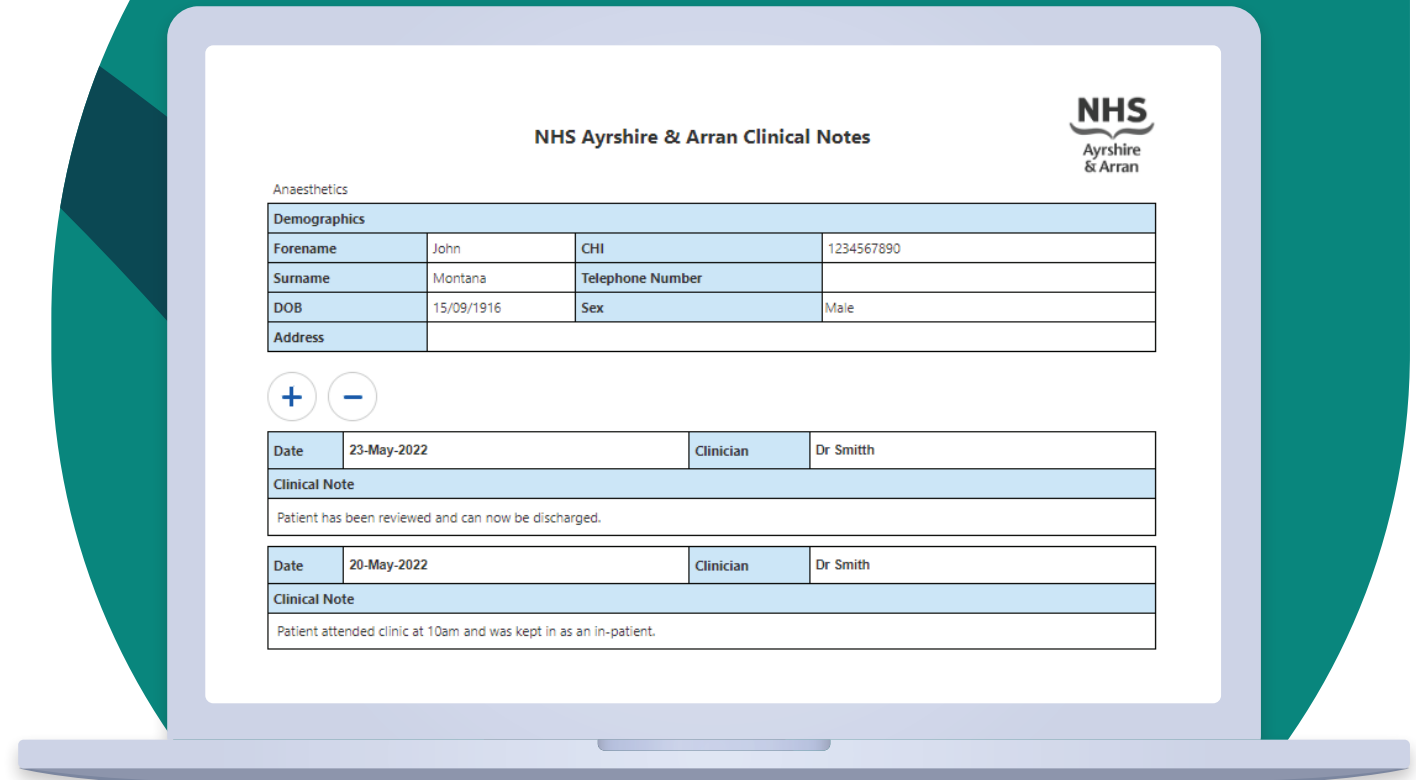
To eliminate paper-based delays in the recording and accessing of clinical notes.

Solution

Using FormStream's customised e-forms to create and instantly share data.

Results

- Verified e-forms are made immediately available to a patient's electronic record
- Notes are simple to access from Clinical Portal
- e-forms are easily adapted to suit specific requirements.



▲ Clinical notes e-forms are designed to cater for different NHS services.



Background

More than 9,000 staff work in NHS Ayrshire & Arran's hospitals, with two University hospitals at Ayr and Crosshouse (near Kilmarnock), Ayrshire Central Hospital in Irvine, and Biggart Hospital in Prestwick, and five community hospitals across the region.

To support NHS Ayrshire & Arran's paper-lite clinics, a digital solution was required to replace the Board's paper-based system for recording clinical notes. The existing process required the scanning of a clinician's hand-written notes and a manual upload to a patient's electronic record, which could take up to 24 hours.

Clinicians would occasionally keep their paper notes for reference when dictating their clinical letters, leading to delays in notes being passed on for scanning and upload. Paper notes could also go missing between the patient consultation area and the scanning hub.

NHS Ayrshire & Arran had an existing relationship with Voice Technologies and knew they could rely on us to create an efficient, paperless solution, which would easily integrate with their existing systems.

New FormStream clinical notes online e-form

Voice Technologies designed a series of e-forms which are accessed via FormStream, our web-based e-forms application. Developed by Voice Technologies in collaboration with the NHS, FormStream replaces the paper forms commonly used for information capture. Data entered into FormStream e-forms are saved, processed and uploaded to the relevant location in one move so it is shared instantly. No client install is required and data security is guaranteed.

Our clinical notes e-forms are designed to cater for different services that require specific information recorded when a patient attends a consultation. They are used by clinicians who record clinical notes including medical staff, nursing staff, Allied Health Professions (AHPs) and, in some services, medical secretarial staff who record telephone contact with patients.

Once a clinical notes e-form has been verified, the data appears immediately within a patient's electronic record – there are now no delays in the process. Notes are easy to access after clinic from Clinical Portal. FormStream can be launched from the electronic patient record, pulling appropriate patient data from the Board's patient management system.

Since the new e-forms were launched, many requests from clinicians for additional FormStream templates have been received which is testament to the ease of use and their confidence in the application.

“

The use of FormStream e-forms has enabled clinical staff to work in a more agile way including working from home, as they can easily generate and approve the document themselves making it immediately accessible by the multi-disciplinary team.

”

Robert Bryden
Head of Medical Records,
NHS Ayrshire & Arran



enquiries@voicetechnologies.co.uk • voicetechnologies.co.uk
Offices in Paisley, tel: 0141 847 5610 and Sheffield, tel: 0114 244 9960

Voice Technologies is an ISO 9001 & ISO 27001 accredited organisation.
12129 May 2026. Copyright © Voice Technologies Ltd.

