

Case study

NHS Fife replaces two legacy systems with WinVoice, paving the way for AI-powered clinical documentation

Challenge

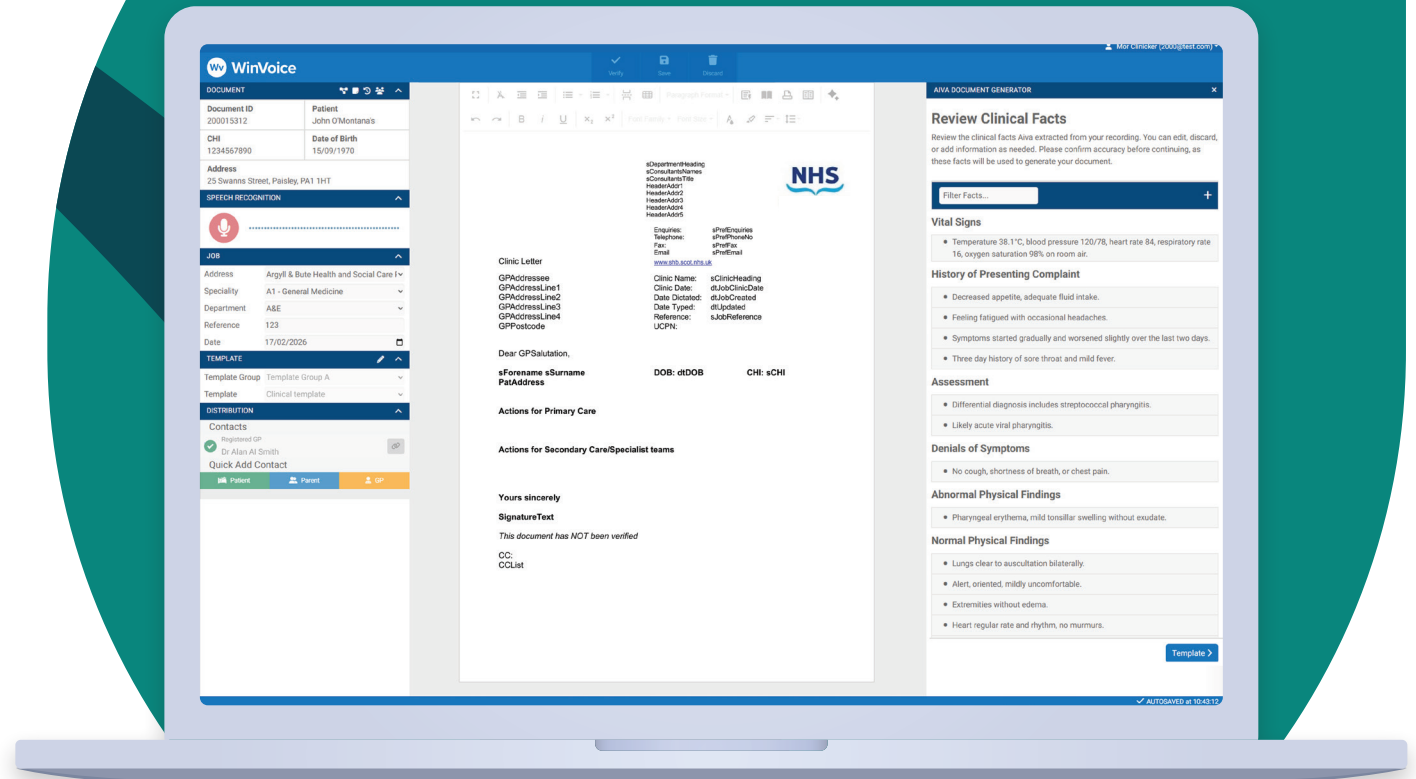
To modernise NHS Fife's document-production workflows by replacing two ageing systems while maintaining continuity for clinical and administrative teams.

Solution

Consolidation of Winscribe and WinVoicePro into a single, browser-based app, WinVoice, retaining existing integrations and established workflows.

Results

- Two legacy systems replaced by one platform
- More consistent document workflows and simplified ongoing support
- Greater flexibility through browser-based access
- Foundation established for future voice recognition and Ambient Voice Technology (AVT).



WinVoice is a web-based document creation and workflow platform that helps healthcare teams manage digital dictation, transcription and document production.



Background

NHS Fife is one of Scotland's 14 territorial NHS Boards, providing healthcare for more than 370,000 people and employing around 13,000 staff. Services are delivered across Victoria Hospital, Queen Margaret Hospital and a network of community hospitals and clinics throughout Fife.

The organisation's document-production workflows relied on two established systems, Winscribe and WinVoicePro. While these supported existing dictation and transcription processes, maintaining separate legacy platforms limited opportunities to standardise workflows and modernise the service.

NHS Fife wanted to consolidate its systems, reduce reliance on ageing desktop technology and provide a more flexible, browser-based environment for clinical and administrative users.

Crucially, the transition needed to preserve established workflows and existing integrations while creating a platform capable of supporting future developments in voice recognition and AI-assisted clinical documentation.

A modern platform for clinical documentation

Voice Technologies implemented WinVoice to replace both legacy systems, bringing digital dictation, document workflow and worklist management together in one browser-based environment.

The platform enables work to be securely routed between authors and transcription teams, with consolidated worklists providing greater visibility of documents as they progress through the workflow.

Existing integrations with TrakCare, EDT and SCI Store were retained, helping NHS Fife maintain continuity with its wider clinical systems.

The migration was carefully planned and managed, with configuration, testing, training and rollout support to help users transition to the new platform.

By moving from two legacy systems to one modern solution, NHS Fife has simplified its document-production environment and established a more consistent foundation for future development.

Importantly, WinVoice's modular architecture provides a route to introducing front-end and back-end voice recognition, as well as Ambient Voice Technology (AVT).

These capabilities offer the potential to accelerate document creation, reduce manual transcription requirements and release more clinical time for patient care.

Expert guidance and ongoing support

Voice Technologies worked with NHS Fife throughout the project, providing workflow discovery, solution design, configuration and migration planning.

The team also supported testing, training and go-live, helping ensure the transition preserved established document workflows and essential integrations.

With ongoing UK-based technical support and specialist product expertise, Voice Technologies will continue to help NHS Fife optimise its document workflows and plan future developments, including voice recognition and AVT.

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The move to WinVoice has given us a modern platform while maintaining the workflows our teams rely on. Voice Technologies supported us throughout the journey, from planning and migration through to training and go-live.

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Mark Storrar
Application Services Manager,
NHS Fife



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