

Heidi Health for NW London



Heidi is a free scribe that writes your notes and documents just like you, saving you time, effort and headspace. This means no more typing during consultations or wracking your brain to remember the multiple problems. Heidi supports clinicians to focus on the patient, while she picks up the admin work.

Heidi is GDPR and NHS compliant, and has been cleared by the Digital, Data and Technology Team for use in North West London, so please feel free to have a look around and sign up [here](#).

Read on to find out how one GP Partner in Hammersmith and Fulham has found using Heidi in his practice;

Meet Noorez Hirani GP Partner at Richford Gate Surgery in North West London;

1. How would you describe Heidi to a fellow clinician?

- Like an unbelievable secretary who doesn't need lunch breaks. She continues to amaze me on a daily basis by transcribing my consultations and writing my referral letters to a very high level.

2. What were your first thoughts when you heard about Heidi?

- I was quite excited about it, but had some reservations regarding how helpful it would be, whether it would actually save me time and how long it would take to get used to her.

3. How has Heidi lived up to expectations?

- She has surpassed them. I particularly enjoy giving patients my full attention and the quality of the referrals; they are much better than anything I could have written!

4. How easy was it to get going?

- Very easy. I was a little hesitant about setting Heidi up initially as I thought it would be laborious, but the process has been seamless.

5. What is day to day like having Heidi in your clinic now? What is the difference before and after

- A game-changer as I have become quite dependent on her. I believe the quality of my consultations have also improved as I am less distracted with writing notes during the consultation.

6. What has the feedback from the team been like?

- Mostly positive and similar to mine. A couple of GPs have commented that the style Heidi writes in does not match theirs. It seems there are ways around that, but I haven't experimented enough with creating my own templates (yet).

7. Have you changed the way you consult since implementing Heidi?

- Definitely. I give patients a lot more attention, which they enjoy. I'm just not sure what to do with my hands now as I was so used to typing during consultations. My referral letters are of a higher quality and are completed much quicker.