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Dendrite Clinical Systems

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To whom it may concern,

I am delighted to share with you my experience of working with Dendrite Clinical Systems, who have built and manage our web based national registry system and they have also published two key National Audit Reports for the British Association of Endocrine and Thyroid Surgeons (BAETS). Dendrite have a proven track record in national medical audit projects and offered us a cost-effective, reliable and intuitive software solution which was readily accepted by the BAETS Executive Committee.

The first report was published in 2001 and was based on faxed submission of data from surgeons to our Association's office at the Royal College of Surgeons of England. Over time this faxed based approach somewhat overwhelmed our data-entry staff and it became clear that an alternative system was desperately needed. With Dendrite Clinical Systems we chose a paperless web-based system as the best possible solution.

The web-based system we now have from Dendrite for the National Audit combines the need for rigorous data protection and privacy, with a user-friendly interface. Dendrite have managed to develop a system that is easy-to-use and strikes a balance between collecting sufficient information that will provide worthwhile analysis, without making the data entry tiresome for the contributors. Dendrite was able to work in partnership with clinicians to design the data-entry design and lend their expertise to the necessary technical detail. The project has been and continues to be a great success

Dendrite has unique experience in developing and maintaining such national registry systems. Through the project, Dendrite's attention to detail has been outstanding, from the design, to the rapid implementation of the system and their desire to assist surgeons with data submissions to their excellent customer support services. Furthermore, Dendrite has been invaluable in data-analysis and again worked in partnership with clinicians to write the audit reports. Not only has their support in writing the report been magnificent, but their staff have been consistently both personable and knowledgeable in their field. The company's ability to develop a system that tailors the analysis in response to a unique set of clinical data has allowed the BAETS to publish two comprehensive national audits that will form the basis of surgical practice and training for years to come.

I believe this type of audit will become more widespread amongst other specialties and I have been very pleased and impressed with the services offered by Dendrite. I would have no hesitation in recommending the company to other societies and associations who wish to establish a web based national registry and reporting system.

Mr David Scott-Coombes

Director of the BAETS Audit

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