

Process Clinical Letters Faster and With Higher Accuracy

Struggling with slow or inconsistent coding?

Efficient, accurate, and compliant record-keeping is essential to running a GP practice. Without the right processes in place, coding backlogs can grow, workflows become inefficient, and both financial performance and patient care can suffer.

How BetterLetter Helps

BetterLetter is an AI-driven clinical coding platform designed to streamline how clinical letters are processed and managed. It helps your practice improve coding workflows, reduce administrative burden, and maintain consistent, high-quality patient records.

With BetterLetter you can:

- Reduce your backlogs
- Improve clinical coding
- Enhance care delivery

Trusted by **200+** practices
across the UK

BetterLetter transforms incoming clinical letters into structured, coded data directly within your clinical system. This gives your team faster access to accurate information, reduces pressure on staff, and supports safer, more consistent patient care.

From Backlogs to Better Workflows at Hall Green Health

HGH

At Hall Green Health, a Birmingham-based practice serving over 30,000 patients, high volumes of clinical correspondence had led to growing backlogs and inconsistent coding.

After implementing BetterLetter, the team moved from a two-step process to a single, streamlined workflow - increasing productivity and naturally reducing their backlog without the need for external support.

The practice also saw measurable improvements in coding consistency and gained clear, day-to-day visibility of team performance through BetterLetter's reporting tools.

Read the full case study and discover how other practices are transforming their workflows at www.betterletter.ai.

Safety & Compliance

BetterLetter is built on a foundation of clinical safety, data security, and regulatory compliance, meeting NHS and industry standards across every layer of the platform. This ensures practices can adopt and use the system with full confidence in its safety, security, and governance. Further assurance documentation is available from our team on request, or can be [found here](#).



Contact us to see how BetterLetter could support your practice
hello@betterletter.ai | www.betterletter.ai

Implementing BetterLetter in Your Practice

- ✓ Fully compliant, clinically safe software built for NHS standards
- ✓ Seamless integration into existing clinical workflows
- ✓ Continuously updated SNOMED coding library for accuracy and best practice
- ✓ Coding optimised for QOF and other financial opportunities
- ✓ Insightful reporting tools to track team performance and identify trends
- ✓ Clear visibility of practice growth, coding activity, and workflow efficiency
- ✓ Access to outsourced coding support when additional capacity is needed
- ✓ Dedicated training materials, guides, and on-demand resources
- ✓ Regular live webinars and ongoing education sessions
- ✓ Direct training and support from our expert team (available for follow-up calls and ongoing help)

The screenshot displays the BetterLetter software interface. At the top, there are tabs for 'ANNOTATIONS', 'PATIENT HISTORY', and 'OTHER LETTERS'. Below these, there are buttons for 'Add', 'Code', 'Medis', 'Task', 'Note', and 'Problem review'. The main content area is divided into several sections:

- EMIS Patient Information:** Surname Portnoy, Name Mike, DOB 29 Apr 1967(59yr), SEX M, NHS No. 943 574 9895, Usual GP Mr Mike Rametla, Postcode WA4 6FZ, Address Apartment 25, Beaumont Court, Warrington.
- Letter Information:** Letter type, Department, Organisation, Letter date, Clinic date.
- Letter Text:** A table with columns for Value, Units, Letter Text, and Date.
- Discharge Letter - General Medicine:** GP Copy, Dr. Jack Dawson, Tlantic Medical Practice, Shipyard's Row, St Ives, Cornwall, PL24 2SG, 07 October 2025, Dear Dr Dawson, Re: Rose DeWitt Bukater, Consultant: Dr. Xavier Jones, Admitted: 01 October 2025, Discharged: 03 October 2025, Ward: Ward 16 (GHH), Destination: Home, Diagnoses: Gastroenteritis, Coexisting Medical Conditions: Ulcerative colitis (disorder), Allergies: No recorded allergies, Medication on Discharge: For precise instructions of when and how to take your medication.

