

Case Study

Dawn Cumberworth – Condition - Fibromyalgia

Transcription

Dawn required the services of an electronic note-taker in some workplace meetings because her condition of Fibromyalgia made it difficult to take notes for herself, whilst participating fully in the meetings. Dawn doesn't have any hearing difficulties so she did not need to read the notes on a screen as they were being taken. However, it was very important for her that she knew who had said what in her meetings. The specialist software used by the electronic note-taker provided Dawn with a set of comprehensive notes that she could view as a hard copy transcription subsequent to her meetings.

"I recently had to attend a series of workplace meetings which lasted 6 non-consecutive days a period over a total period of 6 weeks.

I have Fibromyalgia and the nature of my disability means that I experience bouts of muscular pain, which can sometimes hinder my concentration levels and short term memory recall. Struggling to concentrate can often lead to anxiety for me which exacerbates my Fibromyalgia further. As a Disabled Employee I therefore requested the services of an electronic note taker to take contemporaneous notes on my behalf. By using a note taker I would be able to concentrate and participate fully in the meetings without having to worry whether I would forget key details or not.

Prior to the start of the first meeting Anna explained to me how she would collate the notes at each session and that the notes would not actually be a verbatim record. We agreed that the notes would be emailed to me shortly after each meeting for my reference and records. I received them promptly, as promised, which was of great help to me as I was then able to review each meetings notes very shortly after each event.

I found Anna's service to be excellent. My notes were professionally produced. They were laid out clearly and consistently and were easy to read and understand. Although I knew they would not be a verbatim record they were, nevertheless, extremely detailed and were a full and accurate record of events. The quality of Anna's service meant that I was able to participate in the meetings as fully as my able bodied colleagues. I found Anna to be a very approachable, professional, and thorough individual and I fully recommend her note taking services to others without hesitation."