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Introduction

If you've read about the benefits of Ambient Voice Technology (AVT) and are eager to try it in your setting, this guide is for you.

Over 16 years in health and care innovation, I have learned that even the most dazzling new technology will fail if the implementation is poor.

The following aims to help you avoid common mistakes and successfully introduce AVT into your environment.

The content is based on lessons from two AVT pilots we supported for Kent and Medway ICB and Kent County Council in 2025, alongside conversations with users of AVT in a number of care settings.

We evaluated the impact of two AI-powered tools – TORTUS AVT and Magic Notes – in four care settings – acute care outpatients, community care, primary care and social services. Both tools aim to improve staff workload, reduce time spent on writing up notes and improve the quality of staff interaction with patients and people receiving care and support.

This guide is organised into six sections – preparation, communication, training, managing risk, implementation and tips for success.

Each section contains a list of points for consideration to set up your project for success.

AVT is moving fast. This guide shares our insights as of December 2025, and we'll update it as things evolve. Join our <u>AVT Alerts</u> list for updates and other news.

Jenny Partridge, Innovation Manager Health Innovation Kent Surrey Sussex

Preparation

- 1. Set up a project team with representatives from all parts of the organisation that will be impacted to identify and address challenges early. Testing new technology is best done with a range of staff, not just the most technologically able. It is important to test how robust the solution is for all potential users.
- 2. Consider where to implement AVT. In which area will it have most impact? Are there any potential knock-on effects elsewhere in the system?
- 3. Ensure a thorough assessment of the product's fit for the intended clinical/ work environment. What templates are there and do they fit with the service use cases?
- 4. Set clear timelines with milestones. Be realistic on the time it takes to go through Information Governance (IG) compliance.
- 5. Acknowledge project complexities, availability of key staff and likely bottlenecks.
- 6. Ensure the supplier understands the use case for AVTs and provides the correct templates to capture information in the right level of detail. Codesign with staff and patients where possible to ensure the best fit.
- 7. Ensure the supplier understands the setting where the AVT will be used; different technology is required for phone calls versus face-to-face conversations, depending on noise levels, movement, etc.

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Preparation continued

- 8. If setting up a trial or test and learn phase, ensure there is clarity as to what is included, what can be changed and what is out of scope so there are agreed expectations and outcomes.
- 9. Set up a patient/client engagement group before implementation to ensure their needs are met and the reasons for the project are understood.
- 10. Set up a process to move the information captured through AVT into the health record/client record. Ensure this process is reviewed and audited regularly for compliance and accuracy.
- 11. Consider whether the organisational culture supports trialling AVTs. How supportive are the senior leadership team/IT support team?



Communication

- 1. Ensure that people across the organisation are aware of the project and why it's being implemented. This needs to include support teams, admin, IT and patient-facing teams. It should also include clinical teams and those who may read the clinical notes produced using AVT.
- 2. Consider how best to inform patients/clients of the use of AVTs and ensure that everyone using AVT is informing patients of the intended use, giving them the option to decline the use of AVT in their consultation.
- 3. Make key information available to all by setting up an easy-access repository.
- 4. Set up feedback loops so any concerns are dealt with promptly and learning can be shared amongst users.
- 5. Establish clear points of contact with the supplier and an agreed response time. Manage user expectations of what is possible and what isn't to minimise misunderstanding.

Training

- 1. Assess the basic level of IT literacy and provide basic IT training where needed before covering AVT specifics.
- 2. Provide training options to suit different scenarios. Examples include face-to-face, virtual and recorded meetings, as well as tailored support for accessibility needs.
- 3. Use an experienced, confident trainer.
- 4. Train staff how to use the AVT tool and AI in voice technology safely. Outline the risks and the need to check transcripts/summaries. **The liability sits with the clinician to sign off the notes as correct**.
- 5. Time the training so that staff can use the product while the training is still fresh in mind (ensuring all Information Governance requirements have been met first).



Managing risk – clinical safety and IG

- 1. Check that the AVT has the correct clinical safety sign-off from your organisation's Clinical Safety Officer. It will need to have at least Class 1 medical device registration with appropriate risk assessments completed.
- 2. Check that the AVT has the necessary data protection and information governance documentation, such as Cyber Essentials, DCB 0129 and that it has been signed off by your organisation's Data Protection Officer. You will need to complete a DPIA and a DCB 0160, for which the AVT provider should provide a template.
- 3. Establish protocols for safe use, including regular audits to ensure compliance with IG and DP requirements.
- 4. Make sure you get input to safety and risk assessments from everyone impacted by the use of the AVT.
- 5. Make key safety and data protection information available to all by setting up an easy-access repository.

Implementation

- 1. Bring the internal IT team on board at the start of the project to ensure the right support is available internally.
- 2. Ensure there is ongoing support, both internally and with the supplier to ensure successful adoption.
- 3. Consider having one point of contact internally to address issues and provide feedback to the supplier to avoid mixed messages.
- 4. Ensure the right equipment is in place to use AVTs. Different settings have different requirements:
 - Consultation room: single microphone linked to computer/ integrated microphone.
 - Telephone centre/ call handling area: need to ensure both ends of the conversation can be heard and recorded.
 - Assessments in people's homes require either microphones worn by clinician /client or a mobile phone set up to record the conversation.
 - Child assessments/occupational assessments: the microphone needs to work around the whole room/house to allow for movement and discussion.

Tips for success

- 1. Ensure a thorough assessment of the product's fit for the intended clinical/ work environment. Having bespoke templates for each use case makes a significant difference to the effectiveness of the tool and to user acceptability.
- 2. Set realistic expectations about the technology's capabilities and users' responsibilities, for example, that clinical liability sits with the clinician.
- 3. Establish clear and transparent communication with the supplier, particularly regarding product limitations and support availability.
- 4. Set up comprehensive training that addresses varying levels of IT literacy and user needs, before starting training on AVTs. Include understanding of AI and the risks associated with using AI without appropriate checks.
- 5. Successful implementation requires building user trust early in the project. The points above help build trust, which is the bedrock for effective implementation and wider adoption.

Next steps

This guide shares the latest insights as of December 2025, and we'll update it as things evolve. Join our <u>AVT Alerts</u> list for updates, evaluation reports, resources and other related news.

We hope you find this guide helpful. If you would like to hear more about how the Enterprise and Industry Team at Health Innovation Kent Surrey Sussex can help you, please get in touch.

Health Innovation KSS helps health and social care teams find, test and implement evidence-based solutions to the NHS's greatest challenges, driving economic growth for the region, supporting innovators and improving the lives of local people. There are 15 health innovation networks across England. As a network, we are commissioned by NHS England and the Office for Life Sciences.



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