

Ambient Transcription

Patient Information Guide

What is Ambient Transcription?



Ambient scribing products are tools that use advanced speech technology to turn spoken words into text with little effort from the user. They help with tasks like writing patient notes and supporting healthcare workflows.

Older versions, like speech recognition and digital dictation tools, have been used in England's health and care system for a while. But the technology is now improving quickly.

For example, an ambient scribing product can listen to the consultation between a patient and a healthcare professional and create clinical notes and referrals.

What are the benefits of using it?



- More time for you: AI can help reduce admin tasks, giving clinicians more time to listen and care for you.
- Consistent Record Keeping: Helps maintain accurate and detailed records of your care.

What are the limitations of using AI in primary care?



- AI is not perfect. It may sometimes misunderstand context or make suggestions that a human must review.
- Clinician oversight is essential. AI supports, but never replaces, professional judgment.
- Limited understanding. AI doesn't 'understand' your emotions or concerns — it processes patterns, not human experience.

How do we manage the limitations?



- We perform assessments with privacy and security experts before we start using the system
- We closely monitor how the system is working
- We meet with the suppliers to ensure that the system continues to improve
- We welcome feedback and involvement from patients and staff
- We ensure that there is human oversight

How is your data protected?



- Data Security: All data is encrypted to prevent unauthorised access.
- Access Control: Only authorised healthcare professionals involved in your care can access the transcription and notes.
- Privacy: Your privacy is protected as no direct recording of the consultation occurs, and the system complies with data protection laws, including GDPR.



Do I have to use it?

No, if you don't want to use it please tell reception before your appointment and the healthcare professional when you get called in.

Who to contact if you have more questions?



If you have any questions about how it is being used in your practice, please ask the reception in the first instance.

If you have any further concerns you are welcome to contact our Data Protection Officer via email – dpo@snee.nhs.uk