

PATIENT INFORMATION

Use of Artificial Intelligence (AI) Scribe Technology

Hampton Hill Medical Centre | Hampton Hill, Richmond | Part of South West London ICB

We are committed to improving your experience at every consultation. To help us do this, we have introduced AI-powered scribe technology that allows your clinician to focus on you — rather than typing notes — during your appointment.

This leaflet explains how the technology works, how your information is protected, and your rights.

What Is an AI Scribe?

An AI scribe is a digital tool that listens during your appointment and automatically generates a draft of the consultation notes. Your clinician then reviews, edits, and approves these notes before they are entered into your medical record.

We currently use two AI scribe platforms:

- **Accurx Scribe (provided by Tandem)**
- **Heidi Scribe**

Neither tool makes any clinical decisions about your care. They are used only for **note-taking purposes** to reduce administrative burden and improve face-to-face engagement.

What Happens to Your Voice?

The AI scribe listens to your consultation in real time and generates a text transcript. Please be aware of the following important data protection measures:

- No voice recordings are retained by either Tortus or Heidi.
- Transcripts are temporarily held for up to 24 hours and then deleted (clinicians are encouraged to delete them at the end of each session).
- Accurx (Tandem) or Heidi staff may only access consultation data in exceptional circumstances (e.g. technical troubleshooting), and only with explicit clinician consent. Any such access is time-limited and documented.
- All data handling complies with UK GDPR and NHS data protection standards under Brent ICB guidance.

Your Clinician Stays in Charge

Clinical accountability remains entirely with your clinician. Before any AI-generated notes are saved to your record, your clinician will:

- Review the full transcript for accuracy and completeness.
- Check and correct any clinical coding, terminology, or errors.
- Ensure the notes fully and accurately reflect your consultation.

The AI assists with documentation — it does **not** replace your clinician's professional judgement.

Your Consent Matters

Before using an AI scribe in your appointment, your clinician will ask for your verbal consent. You will hear words along the lines of:

“We use AI technology to help document your consultation more efficiently, allowing me to focus more on our conversation. I will review everything it transcribes before adding it to your medical record. You are completely free to decline if you prefer we don't use it today.”

Your consent will be recorded in your medical record. **You can decline at any time** — including during the appointment — without this affecting the care you receive.

Your Right to Say No

Use of AI scribe technology is entirely optional. If you do not wish the AI scribe to be used during your appointment:

- Simply tell your clinician at the start of the consultation.
- Your clinician will document your notes manually as usual.
- Your choice will not affect your treatment or the quality of care you receive in any way.

Questions or Concerns?

If you have any questions about how AI scribe tools are used at our practice, or would like to know more about how your data is handled, please speak to a member of our team:

This document is aligned with the Hampton Hill Medical Centre Policy for AI Scribe Usage and South West London ICB guidance on digital innovation and data protection compliance. This policy is reviewed annually.

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