

AI AMBIENT SCRIBE DCB160 FREE OFFER – TIME SENSITIVE – DEADLINE TO REGISTER INTEREST: COP 26TH SEPTEMBER 2025

Dear Practices,

We understand that many practices & PCNs are exploring AI Scribe technologies.

An AI ambient scribe is software that records clinician–patient conversations and automatically generates structured clinical notes, summaries and can save documentation time. It is MHRA-regulated and classed as at least a Class 1 medical device.

To support practices interested in using these tools, North West London (NWL) ICB has secured the support of Bordercross Health to help with the mandatory compliance activities, specifically the creation of the required **DCB0160 clinical safety documentation**.

The free offer is for the already approved and most utilised scribe tool across NWL: [\[https://heidi%20-%20platform/\]\(Heidi](https://heidi%20-%20platform/](Heidi)

For practices who wish to undertake this exercise for either [Tortus](#) or [Anima](#), Bordercross Health will develop your DCB0160 at a cost to the practice of just **£100**

THIS OFFER IS TIME SENSITIVE – practices must register by close of play Friday, 26th

September 2025

Register here: www.bordercross.health/product-implementation

Participation will require you to complete an evaluation form as well

This offer does not include procurement or licensing of the Scribes by NWL ICB. Practices are responsible for accessing the tool directly from supplier.

DCB0160 Compliance Support:

DCB0160 is an NHS safety standard that makes sure any IT system used in healthcare is checked and managed properly so it doesn't put patients at risk.

NHSE London is partnering with [Bordercross Health](#) to support digital clinical safety compliance for practices. By law, practices must meet clinical safety standards (DCB0160) when introducing digital tools impacting patient care. Ideally, every practice would have a trained Clinical Safety Officer to oversee this, but we acknowledge this is not yet in place for most practices.

*The DCB160 will require the practice to enter the name of a local clinician who will be recorded in the documentation as the practice's clinical lead for the implementation – and has agreed to do so. This individual will act as the point of contact for ICB or other Clinical Safety Officer (CSO) enquiries. The clinician should be a CSO, but where this is not possible, please use a clinician training to be a CSO or with relevant clinical safety and IT experience.

The Bordercross Health tool automates the hardest parts of clinical safety: engaging all the staff in the practice and continuously through each phase of the technology lifecycle. This pilot is a one-off offer only for DCB0160 generation of Scribes. For any future activity beyond the scope of this pilot, practices or PCNs must engage with Bordercross Health as they see fit.

What Bordercross Health offers:

1. **Hazard Workshop Survey:** Post freemium approval for Heidi or receipt of £100 payment for Anima / Tortus, a hazard workshop survey link will be sent to your practice. At least four team members (ideally across different roles) should complete the survey.
2. **Analysis:** After 2-3 weeks, Bordercross Health will prepare your practice-specific DCB0160 clinical safety documentation for review and approval by NWL ICB and the wider London Clinical Safety team.
3. **Delivery:** Once approved and your practice has submitted at least four survey responses:
 - You'll receive personalised clinical safety documents
 - An implementation guide
 - A continuous issue-reporting survey link
5. **Local Review & Sign-off:** Review documents at a team meeting. Your designated Clinical Safety Officer (CSO) or local clinical lead* must sign off the documentation.
6. **Ongoing Monitoring:** For up to one-year, post-deployment surveys will be issued. These support your ongoing compliance with CQC and DCB0160 standards.

Bordercross Health will keep your practice updated throughout all stages of this process.

Practice Action: Update your Privacy Notice - Sample Data Privacy Notice Statement for your website

Our practice uses [name of product approved by NWL only as per list above – Heidi, Anima or Tortus] to help clinicians summarise consultations. All notes are reviewed by a clinician before being added to your records. This supports your care and is covered by our privacy policy.

Request a copy of the Data Protection Impact Assessment (DPIA) conducted by NWL New Tech Process and Information Governance Board on your behalf. A DPIA is a check before starting a new system or service to make sure patients' personal data is kept safe and risks are managed. Please email nhsnwl.digitalfirst@nhs.net

Ealing Practices

Ealing Enhanced Service 2025-26 includes the use of either a NWL approved Ambient scribe tool. We encourage Ealing practices to sign up for this offer – deadline 26th September 2025 COP - as it will support meeting the requirements and assist you to go live. For practices who do not wish to participate a “sample DCB160” will be shared week commencing 29th September 2025 to adapt.

THE DCB160 BORDERCROSS HEALTH OFFER IS TIME SENSITIVE – practices must register by close of play Friday, 26th September 2025. Register here: www.bordercross.health/product-implementation

For questions or further support, contact: nhsnwl.digitalfirst@nhs.net