North West London Integrated Care System
Working together for better health and care

NHS
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Primary Care Digital Transformation

Dr Ishani Patel

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1. Ambient Hearing / Scribe

2. Practice / PCN Digital Clinical Safety

NWL Approved Ambient Hearing Products

TORTUS

heidi

anima

Has multiple languages

ANIMA – install needed & the only one that integrates with TPP S1 and EMIS-Optum

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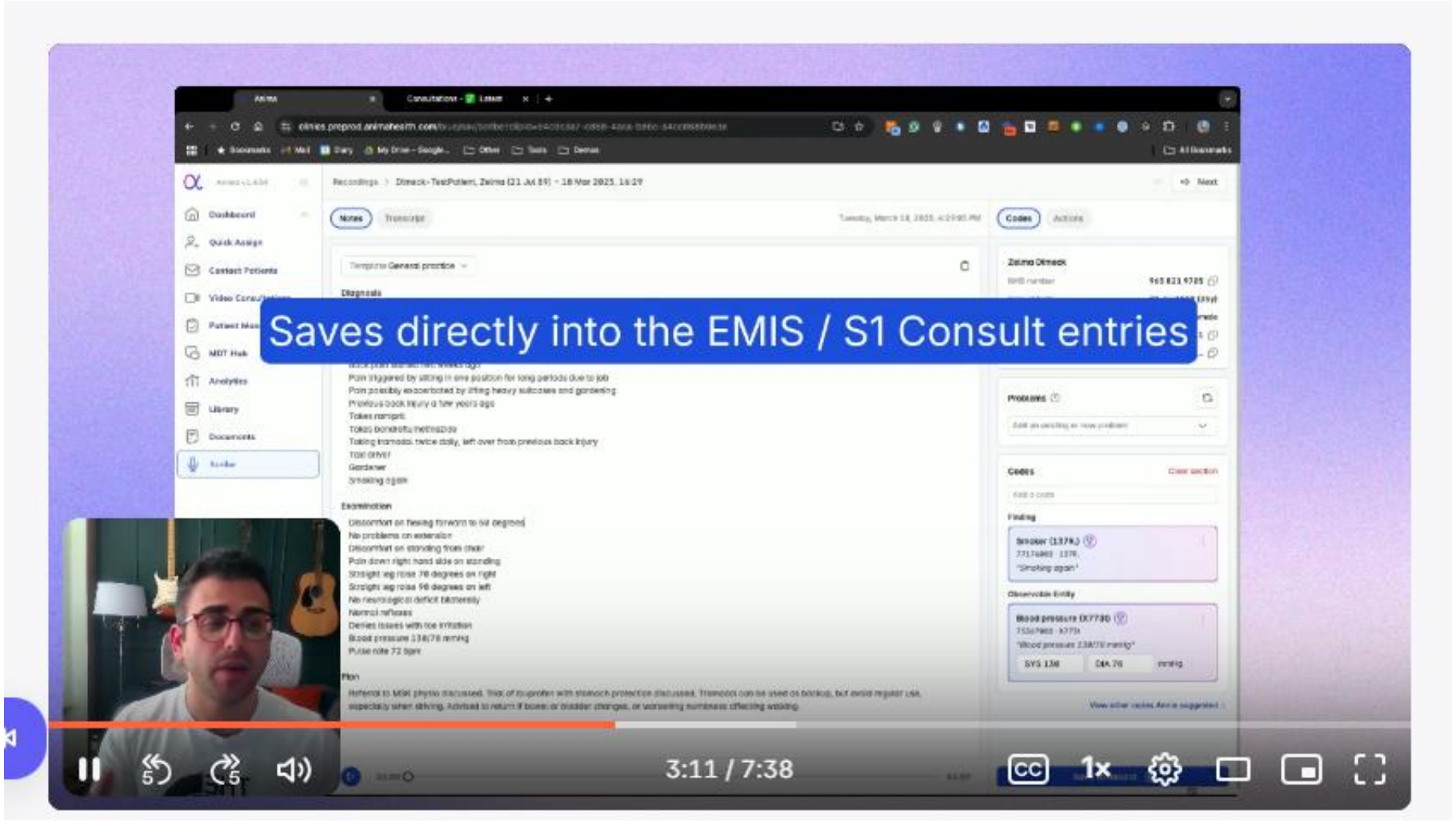
Anima - the only TPP / EMIS-Optum integrated product



Anima Scribe for NWL – April is FREE

Meet Annie,
Your Copilot and Scribe

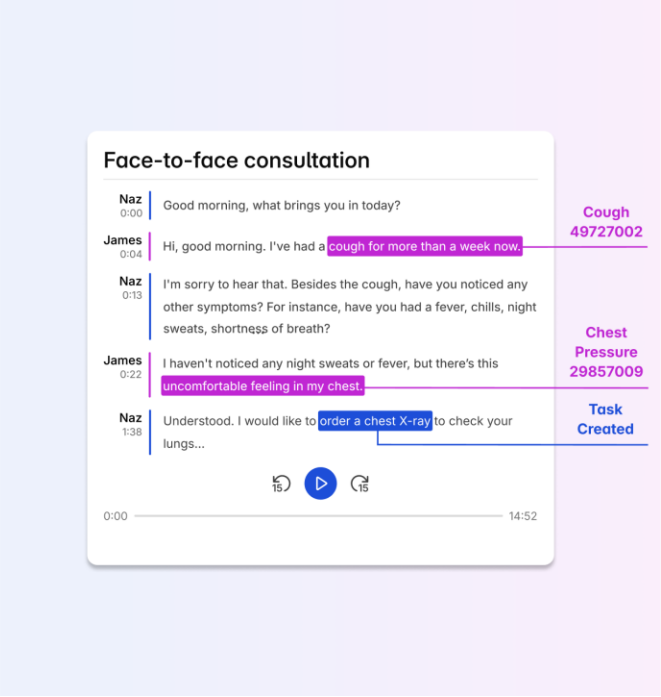
"**We have seen the future.**" - GP Partner

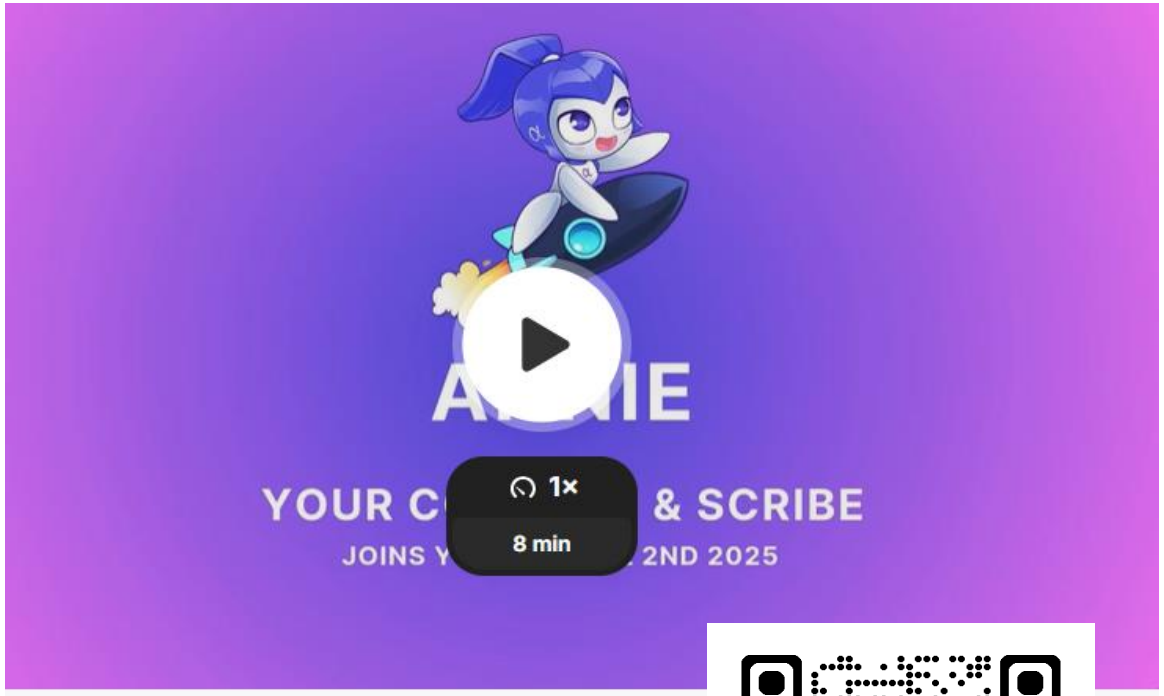
Seamless EMIS & SystmOne Integration, pulling all the relevant patient context.

Lightning Fast, High Quality Notes, that sound like you. Anima is the only **instant** scribe in the world.

The Only Scribe with Automated Clinical Coding & One-Click Patient Messaging built-in.

Exciting Functionality Coming Soon: including direct referral and prescription generation.





https://www.loom.com/share/994b68a4c0694adcaa183b9152187d9e

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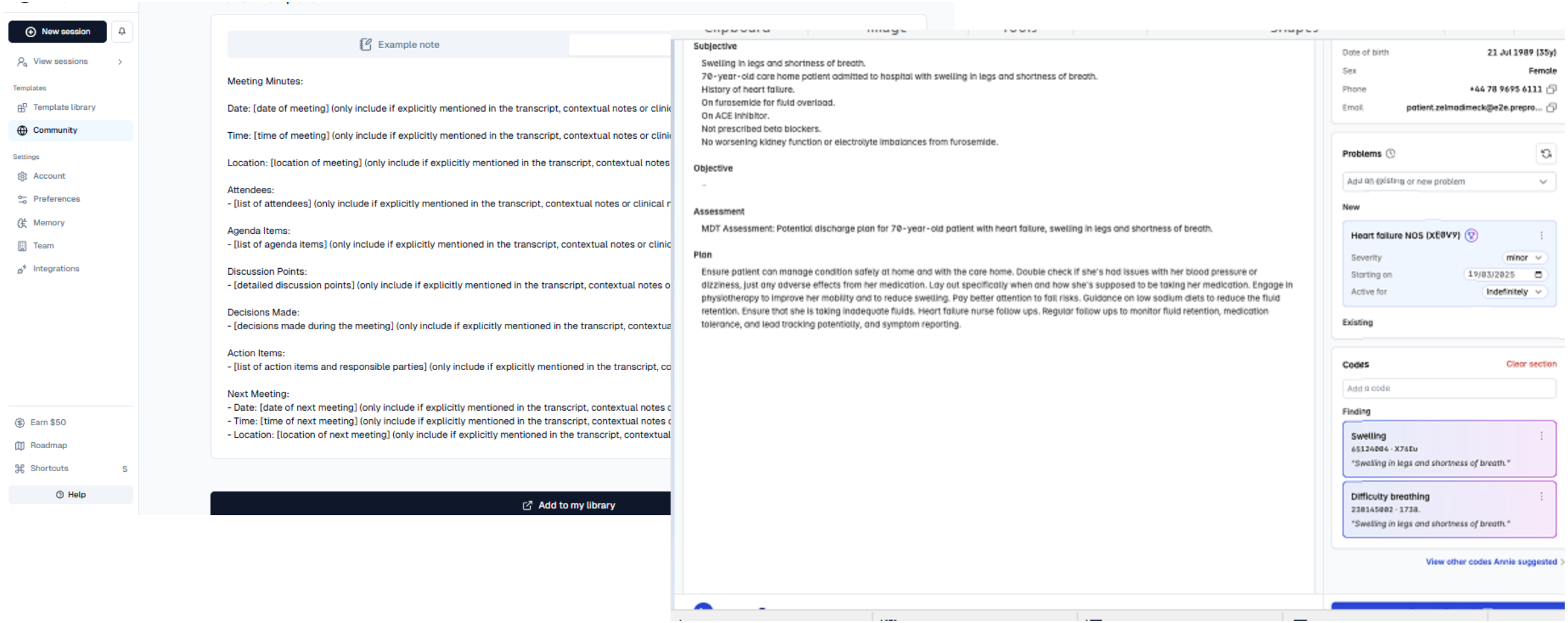
Key Considerations

1. Freemium versus Subscription
2. Consultations: telephone and face to face
3. Home visits, care home ward rounds
4. Multidisciplinary team meetings
5. Customise templates
6. Data privacy, GDPR statements on your website
7. Configure "consent" button
8. Dictation – referrals, letters
9. Languages (Heidi only at present)
10. Cloud-based telephony integration (none at present; some suppliers talking to X-on)
11. Auto-deletion of notes
12. Clinical system interoperability and integration
13. SNOMED codes and tagging the consult with SNOMED: **Audio Dictation** (24771000000105)
14. Buffering time up to 3 seconds

MDT / Ward round / SNOMED



In-practice training and your SOP

- Publicise Data Privacy / GDPR statements (see Slide 9)
- Follow NWL's consent policy (see Slide 10) or create your own
- Complete all DCB0160 and digital clinical safety assessments (see Slides 11 – 15)
- Hardware
  - Noise cancelling headphones
  - USB camera
  - Microphone (headset or USB camera)
  - Check sound quality
  - Remove all background noise as increases error and hallucinations
  - Hubs / co-location may find challenges and errors
- Check you have pressed "record / start transcription"
- Interacting with the product – Verbalise your examination findings
- Buffering times differ – use this time wisely; can be up to 3 seconds
- Accuracy checks – edit templates, condense, lengthen, etc
  - **DO NOT COPY AND PASTE WITHOUT CHECKING**
  - Suffix the consultation entry with a line to state the consultation entry was made using AI scribing software: **Audio Dictation** (24771000000105)
- Amend the notes and teach the product so it continues to learn
- Check and enter SNOMED codes if there is no integration
- **Paste RESPONSIBLY into the appropriate consultation section (History, examination, comment etc)**
- Involve the patient and seize the opportunity: Promote the NHS App

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Data Privacy and GDPR statements on your website and a message on your cloud-based telephony system

We are committed to providing you with the highest quality of care. To enhance our service, we are introducing Heidi Health, an AI-powered medical scribe, to assist in documenting our consultations. Below, we explain what Heidi Health is, how your data will be managed, and the benefits it brings to your care and our practice. You can click here to visit their website and know more about them.

What is Heidi Health?

Heidi Health is an advanced AI medical scribe designed to transcribe patient visits, generate clinical notes, fill out documents, and dictate letters. This tool allows us to focus more on you, the patient, rather than on typing and administrative tasks.

Benefits of Using Heidi Health

- **Enhanced Focus on Patient Care**: By automating the documentation process, Heidi Health allows us to spend more time interacting with you, improving the quality of care and communication during consultations.
- **Efficiency and Accuracy**: The AI scribe ensures that all details of your visit are accurately recorded, reducing the risk of errors and omissions in your medical records.
- **Streamlined Workflow**: Heidi Health helps in managing various administrative tasks such as generating patient summaries, filling out forms, and creating letters, making our workflow more efficient.

How Your Data is Managed

- **Data Security and Privacy**: Heidi Health adheres to stringent UK compliance frameworks, including the Data Protection Act, GDPR, and NHS standards. This ensures that your personal information is handled securely and confidentially.
- **Local Data Hosting**: All data is hosted within the UK, enhancing security and compliance with local data protection regulations.
- **Temporary Data Storage**: Audio recordings used for generating notes are not stored permanently. They are processed and then deleted, ensuring your data remains private and secure.

NWL Data Protection and Information Governance for Approved Scribe Products

- Only use products approved by NWL
- Privacy Notices informing patients of AI scribe utilisation to reassure patients of their safety.

- **No need to obtain individual patient consent** for the use of AI scribing tools prior to each consultation. Consent is not needed as this is a tool being used to process the patient data for direct Care purposes.

- If a patient expresses a wish for AI scribing not to be used in their consultation, this should be turned off for that encounter.
- Clinician is responsible for reviewing the contents of the consultation entry. The clinician is liable for any errors that may arise.

- Suffixing the consultation entry with a line to state the consultation entry was made using AI scribing software: **Audio Dictation** (24771000000105)

- https://www.themdu.com/guidance-and-advice/guides/using-ai-in-primary-care

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What is a DPIA and where can I get it?

Data Protection Impact Assessment

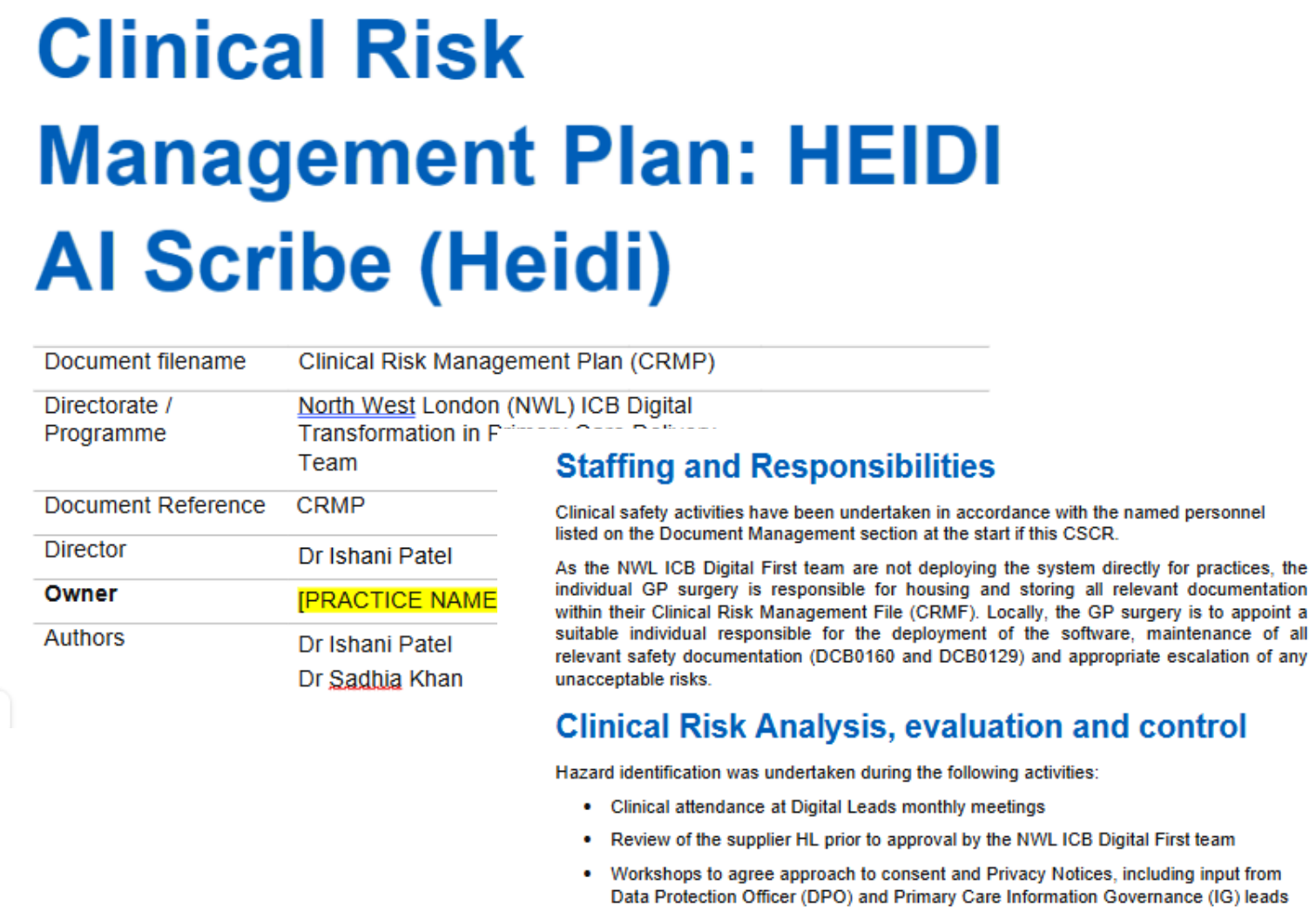
- identify and reduce privacy risks when handling personal data
- follow data protection laws, such as GDPR
- How data is collected, stored, and shared.

What is a DCB0160 and where can I get it?

Practices need to manage clinical risk when using IT solutions and make sure the tools are safe and reliable.

Includes:

1. Product scope
2. Clinical risk management file and activities
3. Hazard identification, log and risk estimation
4. Deployment
5. Post-deployment modifications
6. Accountable personnel to support ongoing monitoring



Clinical Risk Management Plan: HEIDI AI Scribe (Heidi)

Document filename	Clinical Risk Management Plan (CRMP)
Directorate / Programme	North West London (NWL) ICB Digital Transformation in P… Team
Document Reference	CRMP
Director	Dr Ishani Patel
Owner	[PRACTICE NAME
Authors	Dr Ishani Patel Dr Sadhia Khan

Staffing and Responsibilities

Clinical safety activities have been undertaken in accordance with the named personnel listed on the Document Management section at the start if this CSCR.

As the NWL ICB Digital First team are not deploying the system directly for practices, the individual GP surgery is responsible for housing and storing all relevant documentation within their Clinical Risk Management File (CRMF). Locally, the GP surgery is to appoint a suitable individual responsible for the deployment of the software, maintenance of all relevant safety documentation (DCB0160 and DCB0129) and appropriate escalation of any unacceptable risks.

Clinical Risk Analysis, evaluation and control

Hazard identification was undertaken during the following activities:

- Clinical attendance at Digital Leads monthly meetings
- Review of the supplier HL prior to approval by the NWL ICB Digital First team
- Workshops to agree approach to consent and Privacy Notices, including input from Data Protection Officer (DPO) and Primary Care Information Governance (IG) leads

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Digital Clinical Safety

https://www.e-lfh.org.uk/programmes/digital-clinical-safety-training/

https://digital.nhs.uk/services/clinical-safety/clinical-risk-management-training

DCB0160 – Keeping it simple

1. Assign a Clinical Safety Officer (CSO)

Appoint a qualified healthcare professional to oversee clinical risk management.

2. Identify and Assess Risks

Conduct a **Clinical Risk Assessment** to identify potential risks in the IT system.

Consider risks to **patient safety** (e.g., incorrect patient data, system downtime).

3. Create a Clinical Safety Case Report

Document risks, mitigations, and actions taken to ensure system safety.

Keep this report updated throughout the system's lifecycle.

DCB0160 – Keeping it simple

4. Implement Risk Controls

Apply safety measures (e.g., alerts, validation checks) to reduce risks.

Test the system to ensure it functions safely.

5. Conduct Regular Reviews & Audits

Regularly assess the system for new risks or issues.

Keep records of changes, incidents, and risk assessments.

6. Communicate and ensure adequate training

Inform staff and users about risks and safety measures.

Provide training

Resources

https://healthinnovationnetwork.com/wp-content/uploads/2023/11/Ambient-Voice-Technology-discussion-article-2023.pdf

https://www.gosh.nhs.uk/news/gosh-pilots-ai-tool-to-give-clinicians-more-quality-time-with-patients/

https://www.youtube.com/watch?v=y5ZHjSC46BE

https://www.themdu.com/guidance-and-advice/guides/using-ai-in-primary-care

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