Ambient Voice Technology

What to do & How to Guide

01/07/2026

A guide for any person at any stage of the AVT Adoption and Implementation Process

What does it do?

- Provides Step-by-step guidance on AVT Adoption and Implementation
- Tells you what stages you need complete
- Enables you to self-serve your site through the AVT adoption process

How does it help?

- It provides links to NHS resources that
  - Tell you what AVT is
  - Tell you what forms and checks must be completed to set up AVT on your site
  - Give you links to the Assets required to complete to setup AVT on your site

What if I have questions?

- Speak with Matt Wells at Health Innovation South West
  - matt.wells@healthinnovationsouthwest.com

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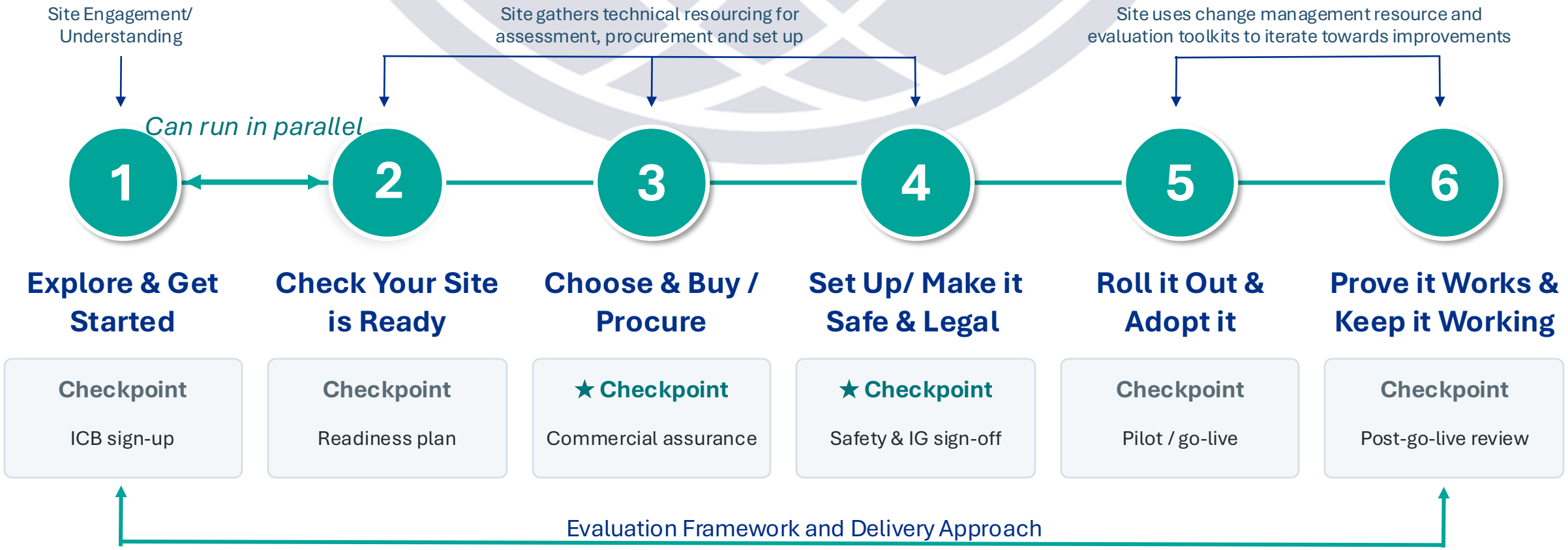
A Site's Core Journey: Six Stages, Six Checkpoints

Every Site: Primary, Community, Mental Health, Secondary or Emergency Care Moves Through The Same Six Stages.



★ = checkpoint where the 'Responsible' (RACI) Stakeholder group must review/ approve a stage before moving onto the next

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Six Stage Guidance & Toolkit for Implementation

Stage	Steps the provider takes	Key Tools
1. Explore & Get Started	**Understand it & Get the right people in** • Learn what AVT is, how it benefits you and read the national AVT guidance • Review list of 23 AVT suppliers from registry • Assign a Clinical Safety Officer (CSO) • Identify key clinical & technical risks • Notify and engage your RACI 'Responsible Stakeholder' Group • Draft the case for change for your ICB • Utilise evaluation, monitoring & benefits toolkit	• AI Knowledge Repository • NHS England AVT guidance • AVID Community of Practice • Case-for-change / exec briefing template • Pilot design & evaluation template • Monitoring & benefits-realisation toolkit
2. Check Your Site is Ready	**Be honest about readiness & Fix gaps before moving on** • Complete the readiness & maturity self-assessment • Asses/ review digital, EPR-integration, clinical-safety, IG and workforce readiness • Identify and agree a prioritised action plan to close the gaps	• Readiness & maturity assessment tool
3. Choose & Buy/ Procure	**Pick a compliant product & Get sign-off** • Define requirements & system integration needs (EPR; IM1 for primary care) • Shortlist via the AVT Supplier Registry. Check DTAC & MHRA Class 1 • Review supplier evidence on the Commercial & Procurement Hub • Build the business case and secure funding • Get 'Responsible Stakeholder' commercial assurance	• AVT Supplier Registry • Commercial & Procurement Hub • AI & Digital Regulations Service (DTAC) • Procurement playbook & requirements checklist • Supplier Registry navigation guide • Business case template
4. Set Up / Make it Safe & Legal	**Saftey & Data sign-offs before go-live** • Complete DCB0160 (safety case, hazard log, monitoring). Confirm supplier DCB0129 • Complete the DPIA using the national template • Put a DSPA in place • Build the EPR integration, agree SLAs	• Clinical safety standards (DCB0160/0129) • IG guidance + DPIA Template • Universal IG templates (DSPA) • Data Security & Protection Toolkit • Governance how-to guide • Integration good-practice guide
5. Roll it Out & Adopt it	**Create buy-in, train, be open with patients, go live in stages** • Leverage ADKAR Change model • Ensure staff are trained (supplier-led + local processes) • Embed patient transparency • Run a evaluation pilot • Phase the go-live and manage the change	• IG guidance • Training & change-management pack • Patient transparency pack
6. Prove it Works & Keep it Working	**Keep it safe, prove benefits, share learning** • Run independent monitoring & audits (accuracy, bias) • Report incidents via Yellow Card (MHRA) and LFPSE • Track benefits and realised time savings • Write a short case study for the regional playbook	• Yellow Card (MHRA) • Learn from Patient Safety Events (LFPSE) • AVID Community of Practice • Case-study template

Guidance resources used in the process

This includes

- National guidance and templates that already exist.
- The "how-to" guide and templates that will be built to accompany the national guidance for the NHS System. This will mean no site starts from a blank page.

Exists	To Develop
• AI Knowledge Repository • NHS England AVT guidance • IG guidance • DPIA template • Universal IG templates (DSPA) • Clinical safety standards (DCB0160/0129) • AI & Digital Regulations Service (DTAC, CQC) • AVT Supplier Registry • AVID Community of Practice • Commercial & Procurement Hub • Data Security & Protection Toolkit (DSPT) • Yellow Card (MHRA) • Learn from Patient Safety Events (LFPSE)	• Case-for-change / exec briefing template • Business case template • Procurement playbook & requirements checklist • Supplier Registry navigation guide • Governance "how-to" guide (DCB0160 / DPIA / DSPA) • Integration good-practice guide • Readiness & maturity assessment tool • Pilot design & evaluation template • Change Management & Training Pack • Patient transparency pack • Monitoring & benefits-realisation toolkit • Case-study template

A library of resources to help people understand and adopt AVT

This includes

- Explainer videos, channels and how other organisations have approached it.

Exists	To develop
• To identify	• Curated explainer videos and channels • Examples of early adopter approaches • Peer and regional reference links, FAQs and signposting • Case Study for Regional Playbook will be included here

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Forums creating a national community for shared learning and peer support

Exists	To Develop, Identify, Share
• AVID Community of Practice (THIS Institute / Health Foundation)	

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Support

What 'Boots on the Ground' support can we cover

- …

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