

Email: foi.tsdf@nhs.net
Our Ref: **TSD10815**

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

Please provide the following recorded information about ambient voice technology (also called AI scribes or ambient documentation tools - software that listens to clinical consultations and drafts notes or letters). If your organisation holds none, questions 2 to 8 can simply be answered "not applicable".

- 1. Does your organisation currently use, pilot, or hold a contract for any ambient voice technology product? If yes, which product(s) and supplier(s)? Please include any product recorded in your DPIA register or approved for use, whether or not it is currently under contract.**
[We do not currently use an ambient voice recognition solution.](#)
- 2. For each product: the contract start date, end date, and total contract value. If the exact value is withheld under section 43, a banded figure or the Contracts Finder notice reference is sufficient.**
[Not applicable](#)
- 3. For each product: the number of licences or seats procured. If the contract is priced by consumption rather than by seat, the units purchased instead (for example hours per year).**
[Not applicable](#)
- 4. For each product, and separately from question 3: (a) the number of clinicians trained to use it, and (b) the number of clinicians who actively used it in the most recent month for which you hold data.**
[Not applicable](#)
- 5. The number of patient safety incidents recorded in your incident reporting system (for example LFPSE or Datix) in which an ambient voice technology product is referenced, from 1 January 2024 to the date of this request. A count is sufficient. If your system cannot break incidents down to product level, please say so.**

Not applicable

6. **For each product: whether it records audio, processes it locally, or transmits it to a third party, and where it is processed and stored (UK, EEA, other).**

Not applicable

7. **For each product: the retention period for (a) the audio recordings and (b) the transcripts, stated separately, as recorded in your DPIA or contract.**

Not applicable

8. **Whether patients are informed the technology is in use, and by what mechanism (verbal consent, implied consent, posters, opt-out, other), as recorded in your DPIA or SOP. If recorded, the number or proportion of patients who declined its use in any period for which you hold data. A single figure or "not recorded" is sufficient.**

Not applicable

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the **purposes** of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team