



**NHS Ambient Voice Technology (AVT) Advisory**  
Service Definition Document | G-Cloud 15 | Lot 3

**morson** PRAXIS

# NHS Ambient Voice Technology (AVT) Advisory

Through strategy-led digital transformation, Morson Praxis helps public sector organisations to accelerate benefits realisation, reimagine operations, enable scalable innovation and build resilience for the future. We ensure that every technological investment, from large-scale enterprise transformation to focused project delivery, creates sustainable, meaningful change.

## Service Definition for NHS Ambient Voice Technology (AVT) Advisory

Morson Praxis's Ambient Voice Technology Advisory service supports NHS and regulated health organisations to assess, design, and safely adopt ambient voice technologies within clinical environments. The service explicitly addresses clinical safety assurance, information governance, privacy, consent, and integration considerations that are critical to NHS deployment.

The service is typically used by provider organisations, system-level teams, and digital clinical programmes exploring the use of voice-enabled technologies to support clinical documentation, correspondence, and workflow efficiency. It is particularly relevant where organisations face uncertainty around information governance, clinical safety, consent, assurance, or clinician adoption.

The service focuses on enabling responsible and proportionate use of ambient voice technology by aligning clinical workflows, governance, and assurance requirements before committing to pilots, procurement, or large-scale deployment.

### 1. What the service includes

The service typically includes:

- Assessment of clinical use cases for ambient voice technology
- Review of clinical workflows and documentation processes
- AI scribe use case assessment and deployment readiness (advisory)
- Integration considerations with EPR and core clinical systems
- Information governance and patient consent considerations
- Privacy, transparency, and consent model assessment
- Clinical safety assurance readiness aligned to DCB0129 and DCB0160
- Data handling, retention, and processing model design
- Definition of access, usage, and role-based controls
- Vendor-neutral option appraisal and readiness advice
- Stakeholder engagement with clinical, IG, digital, and safety teams
- Design of operating models for pilot and early adoption
- Transition planning toward procurement or implementation

### 2. What the service does not include

The service does not include:

- Procurement, configuration, or implementation of ambient voice tools
- Deployment of devices or clinical hardware

- Long-term operational support or managed services
- Ownership of clinical safety decisions or IG approvals
- Supplier-specific build or integration activities

These activities are outside the scope of this service and, where required, may be delivered through separate services procured under the appropriate G-Cloud 15 Lots, or through alternative procurement routes.

### 3. How the service is delivered

The service is delivered through a structured advisory engagement, working collaboratively with clinical, digital, information governance, and safety stakeholders. Delivery is grounded in real clinical settings to ensure recommendations are practical, proportionate, and aligned to frontline realities.

Activities are prioritised based on clinical risk, data sensitivity, and organisational readiness. Outputs are developed iteratively to build confidence across assurance stakeholders and support informed decision-making on pilot or scale.

Delivery explicitly supports engagement with clinical safety officers, IG leads, Caldicott Guardians, and digital assurance functions to build shared confidence ahead of deployment.

### 4. Roles and responsibilities

#### **Morson Praxis is responsible for:**

- Providing ambient voice and health digital advisory expertise
- Assessing clinical, governance, and assurance considerations
- Designing proportionate adoption and operating models
- Facilitating engagement across clinical and assurance stakeholders
- Advising on readiness, risk, and next-step decisions
- Supporting clinical safety, IG, and assurance readiness activities

#### **The Buyer is responsible for:**

- Owning clinical workflows, safety decisions, and data governance
- Providing access to clinicians, policies, and stakeholders
- Approving assurance approaches and adoption decisions
- Leading procurement, implementation, and operational use
- Owning DCB0129 and DCB0160 safety cases and approvals

### 5. Service outputs and deliverables

Typical outputs may include:

- Ambient voice readiness and use case assessments
- Clinical workflow and impact analysis
- Governance, consent, and assurance recommendations
- Operating model and adoption approach documentation
- Risk, safety, and assurance readiness materials
- Clinical safety and assurance readiness artefacts (non-sign-off)
- EPR integration consideration summary

- Handover documentation supporting next delivery phases

Deliverables are tailored to Buyer needs and agreed at the outset.

## 6. Dependencies and prerequisites

Effective delivery of this service typically depends on:

- Identified clinical documentation or workflow challenges
- Engagement from clinical, IG, and digital stakeholders
- Availability of relevant governance and safety artefacts
- Alignment with organisational digital and clinical strategies

## 7. Alignment with G-Cloud 15 Lot 3

This service aligns with G-Cloud 15 Lot 3 by supporting:

- Advisory services for cloud-enabled digital health technologies
- Governance and assurance for clinical digital innovation
- Risk-managed adoption of emerging health technologies
- Readiness for compliant pilot and scaled deployment

It enables health organisations to explore and adopt ambient voice technology safely while maintaining patient trust and NHS assurance expectations.

## 8. Exit and transition

The service concludes with documented advisory outputs, assessment findings, clinical and operational considerations, and evidence-based recommendations aligned to the Buyer's cloud services and healthcare operating context. All materials are provided in formats suitable for handover to the Buyer's internal teams or to alternative suppliers.

The service supports informed and compliant adoption of ambient voice technology within health settings following engagement completion, while maintaining clear separation from solution deployment, system integration, or operational service delivery and avoiding supplier dependency. Any follow-on services are subject to separate procurement decisions under the appropriate G-Cloud 15 Lots or through other appropriate procurement routes.

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## Information assurance

Morson Praxis's information assurance capabilities support both our internal requirements for appropriate security controls and those of our Buyers. Our diverse portfolio of projects and customers means that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

## Data restoration/ Service migration

We assist Buyers in the migration of data from legacy solutions to new cloud solutions.

## On-boarding and off-boarding processes

Morson Praxis agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the engagement in question. Requirements are clearly defined and agreed with the relevant Buyer stakeholders to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

### **Combination pricing**

Morson Praxis can provide multiple services in scope of G-Cloud 15 Lot 3 Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

### **Service management**

A Service Account Manager is allocated to each Buyer's engagement. This individual is responsible for overseeing the services in scope of the engagement, closely monitoring its progress and managing all risks/ issues to ensure that activities are delivered in accordance with the agreed assignment scope and timeframes. Through structured relationship management, our Account Manager remains in regular contact with the Buyer to ensure their ongoing satisfaction.

### **Service constraints**

Bespoke services, such as those in scope of G-Cloud 15, Lot 3 Cloud Support Services, are not subject to specific service constraints.

### **Service levels**

Morson Praxis recommends that we enter into performance-based Service Level Agreements with all Buyers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Lot 3 Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

### **Knowledge transfer**

Wherever possible, Morson Praxis ensures disciplined knowledge and skills transfer from the consultant(s) to the Buyer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the Buyer as the engagement progresses – ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

### **Ordering and invoicing**

Morson Praxis is an approved and accredited supplier to multiple CCS frameworks. We are used to working with Buyers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

### **Termination terms**

Morson Praxis's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

| By the consumer                                                                                                                                                                                                                  | By the supplier                                                                                                                                                                                                                                                                      |
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| Termination can commence without notice in the event of a Buyer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract. | In the unlikely event that Morson Praxis was to withdraw from G-Cloud 15, Lot 3 Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement. |

### Buyer responsibilities

Buyer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the Buyer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

### Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Buyer prior to the commencement of the engagement.



#### Contact

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