



**NHS Ambient Voice Technology (AVT)
& AI Scribe Enablement
Service Definition Document
G-Cloud 15**

morson **EDGE**

NHS Ambient Voice Technology (AVT) & AI Scribe Enablement

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

Service Definition for NHS Ambient Voice Technology (AVT) & AI Scribe Enablement

We help NHS organisations configure, integrate, and adopt AVT and AI-enabled scribing tools to reduce clinical documentation burden and improve record quality. We enable the safe, compliant and effective use of buyer-selected tools across NHS care settings whilst ensuring that clinicians always retain full accountability/authority over patient care decisions.

- **Discovery:** Discovery and planning activities identify opportunities for ambient voice capture across different NHS settings – outpatient clinics, ward rounds, community visits, and virtual consultations. Outputs cover critical factors such as local consent, device limitations, and governance requirements to ensure safe, compliant, and context-appropriate deployment.
- **Configuration:** Configuration and enablement activities focus on setting up ambient voice capture, transcription, and summarisation workflows within the selected AVT platform. This includes configuring prompts, templates, specialty-specific note structures, and review processes to ensure that outputs are clinically useful, accurate, and easy to validate before sign-off.
- **Integration:** Integration enablement supports secure flow of AVT-generated outputs into EPR/EHR and document workflows, wherever this is supported by the selected technology. This may include structured note insertion, draft correspondence generation, and linkage to encounter records, without automating clinical decisions or record finalisation.
- **Safety and governance:** Clinical safety and information governance and security are embedded throughout delivery. We support robust governance through DPIA preparation, data flow mapping, access controls, and audit logging. Full guidance is provided on the safe use of ambient recording, clinician review and editing, handling of sensitive conversations, and appropriate stop-start practices.
- **Adoption:** Effective adoption support ensures that AVT and AI Scribe technologies are embraced in the appropriate clinical setting and fully embedded into working practices. Role-based training that focuses on the safe operation of AVT tools (consent awareness, review/edit practices, maintaining record accuracy) coupled with on-the-ground adoption support enables clinicians to use configured workflows appropriately within their statutory responsibilities.
- **Transition:** Transition to run-state includes configuration handover, documentation, and support for internal teams to maintain and optimise AVT-enabled workflows. Ongoing optimisation focuses on improving configuration, templates, and deployment patterns within the selected platform.

Our project management and delivery approach for NHS Ambient Voice Technology (AVT) & AI Scribe Enablement provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

Morson Edge does not provide AI strategy consultancy, clinical pathway redesign, policy advice, autonomous clinical decision-making, or outsourced transcription services. Ownership of clinical records, governance approvals, and statutory responsibilities always remains with the customer.

Service Features

- Enablement and optimisation of buyer-selected AVT and AI scribe platforms.
- Heidi Health/Accurx Scribe/ TORTUS/Microsoft Dragon Copilot/Nabla Copilot support.
- Configuration of ambient listening/ transcription/ summarization/ note-generation workflows.
- Specialty- and setting-specific template and output configuration.
- Integration enablement with EPR/EHR, PAS, clinical portals, document workflows
- Clinical safety and governance support to include customer-owned safety artefacts.
- Robust information governance, DPIA support, UK GDPR alignment.
- Role-based access controls, audit logging, usage monitoring configuration.
- Pilot, scale-up, and specialty-by-specialty rollout support.
- Training and adoption enablement for clinicians/clinical support staff.

Service Benefits

- Reduced clinician administrative burden, increased patient-facing time.
- More consistent, structured, and complete clinical documentation.
- Faster turnaround of clinical notes/letters/summaries (where supported).
- Improved clinician experience and reduced burnout risk.
- Safer, governed use of AVT in clinical settings.
- Improved standardisation of documentation outputs.
- Greater confidence in AI-assisted documentation workflows.
- Accelerated transition from pilots to routine practice.
- Improved operational visibility of adoption and usage.
- Increased value from existing EPR and digital investments.

Exit, Transfer, and Portability

- Buyers retain full ownership of audio, transcripts, and outputs.
- Configuration artefacts, templates, and guidance can be retained/reused.
- Supplier transitions and internalisation of capabilities remain entirely unrestricted.

- Exit does not require ongoing paid support or proprietary tooling.

Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean 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 our customers in the migration of data from legacy solutions to new cloud solutions.

On-boarding and off-boarding processes / scope

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

Combination pricing

Morson Edge can provide multiple services in scope of G-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 customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

Service constraints

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

Service levels

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. 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, 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 Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

Ordering and invoicing

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

Termination terms

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

By the consumer	By the supplier
Termination can commence without notice in the event of a customer 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 Edge was to withdraw from G-Cloud 15, 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.

Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer 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 Customer prior to the commencement of the engagement.



Contact

Andy Wadsworth – G-Cloud Account Director

Andy.wadsworth@morson.com

+44 (0) 7779 127 447

morson-edge.com/skills/technology/