

Patient Information Notice: Use of AI to Support Clinical Notes

Our practice uses secure Artificial Intelligence (AI) technology, including tools called Heidi and Tortus, to help clinicians write clinical notes more efficiently.

These tools act as digital assistants during consultations. They help turn conversations into structured medical notes, which your clinician then carefully reviews and edits.

What This Means for You

The AI tool may listen to the consultation to help create a draft record.

Your clinician always checks and approves the notes.

The AI does not make decisions about your care.

The AI does not replace your clinician.

Your care, diagnosis, and treatment remain entirely the responsibility of your clinician.

Your Privacy and Data Security

We take your confidentiality very seriously.

The AI tools we use meet NHS data security and UK GDPR standards.

Your information is handled securely and only used to support your clinical record.

No information is used for marketing or shared for unrelated purposes.

Your data remains protected in the same way as the rest of your medical record.

Your Choice

You have the right to choose whether an AI scribe is used during your consultation.

If you would prefer that we do not use AI to help with your notes, please tell your clinician. This will not affect your care in any way.

Why We Use This Technology

Using AI to support note-taking allows clinicians to:

Spend more time focusing on you rather than typing

Maintain accurate and detailed records

Reduce administrative workload

This helps us improve the quality and safety of patient care.

If you have any questions about this, please speak to a member of our team.