CLEARnotes

NHS
East Lancashire Hospitals
NHS Trust

East Lancashire Hospitals NHS Trust and The National CLEAR Programme

AVT transformation support for improved productivity and patient care

Expression of interest information pack

March 2026

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Welcome to The National CLEAR Programme

Across the NHS, there is growing recognition that clinicians are spending too much time on documentation and administration — and not enough time with patients. At the same time, organisations are rightly cautious about adopting AI technologies without clear evidence of safety, governance and measurable impact.

This offer has been designed to address both realities.

Hosted by East Lancashire Hospitals NHS Trust through the National CLEAR Programme, this fully funded six-month pilot provides NHS organisations with a structured, clinically governed opportunity to deploy CLEARnotes - an ambient voice technology (AVT) solution designed specifically for NHS settings.

This is not a standalone software trial. It is an NHS-hosted transformation programme. Participating organisations will receive structured implementation and optimisation support, robust governance oversight, and a clear evaluation framework focused on productivity, workforce impact and service outcomes — all with no upfront cost or financial risk during the pilot phase.

Importantly, potential shared-revenue (gain-share) models will be explored collaboratively during the pilot. Any future payment structure would be linked directly to demonstrated value and measurable impact beyond the initial pilot. This ensures that long-term sustainability is aligned to proven benefit, not speculative investment.

By aligning adoption to strong clinical leadership, measurable outcomes and NHS operational standards, this programme offers a safe, practical and evidence-driven route to AI-enabled transformation.

We recognise that technology alone does not deliver change. Success depends on clinical engagement, governance, and accountability. This programme has been deliberately structured to ensure that any future investment decisions are grounded in real-world NHS experience and evidenced impact.

We invite you to consider whether your organisation would benefit from taking part in this NHS-led initiative — and to join us in shaping a sustainable, clinically assured approach to AI that protects clinician–patient time and strengthens service delivery.

Dr John Jeans
Consutlant Anaesthetist and National CLEAR Programme Lead

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Part 1: Information about the support offer

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The support offer

Participating organisations will receive comprehensive implementation and optimisation support throughout the six-month pilot, with deployment available in up to three services at each site. This includes structured rollout of CLEARnotes across agreed services, hands-on onboarding and training for clinical teams, and ongoing transformation support to ensure the technology is safely and effectively embedded into clinical workflows.

Sites will also benefit from governance and safety expertise aligned to NHS requirements, alongside a robust evaluation framework measuring productivity, workforce impact and service outcomes.

Once the deployment groundwork is complete, sites can use the tool within their chosen specialisms while being supported to optimise the implementation and quality assure the outputs. Use of CLEARnotes, spanning six months, will be provided free of charge.

The approach is deliberately designed to move beyond simple installation, ensuring adoption is clinically led, operationally integrated and focused on demonstrable service improvement.

No value, no cost

The six-month deployment is fully funded – so there is no cost to participating organisations for this initial phase.

During the pilot, shared-revenue (gain-share) models will be explored, allowing payment to be linked to demonstrated impact beyond the pilot. If value is proven, sustainable partnership models can be agreed.

This approach reduces financial risk, protects public money and aligns incentives around outcomes rather than procurement alone.

Deployment support: From readiness to realised impact

Our deployment programme is designed to deliver safe implementation, rapid adoption and measurable impact. We combine robust governance with hands-on clinical support to ensure CLEARnotes is embedded effectively and delivers real productivity gains from the outset.

Mobilisation and governance
We start by getting the fundamentals right. A structured readiness assessment, clear governance framework, IG and DCB0129/0160 initiation, and CSO-approved hazard review ensure safe and compliant deployment. Baseline metrics and KPIs are agreed upfront, and up to three services per trust are selected for phased rollout.

Service readiness and go-Live
Working with clinical champions, we map workflows, configure templates, test hardware, and deliver focused staff training. At go-live, we provide hands-on support, live prompt optimisation, user testing and rapid iteration — embedding CLEARnotes into real-world clinical practice from day one.

Optimisation and benefits realisation
Our support doesn't stop at launch. Through structured feedback cycles, productivity workshops, and ongoing technical support, we help services maximise time savings and documentation quality.

We track cumulative benefits, measure productivity gains, and support pathway improvements — ensuring adoption translates into sustained service impact.

"By safely exploring and using AI technologies like CLEARnotes in the NHS, we have the potential to transform the way we deliver and improve care for our patients while releasing valuable time back to clinical staff."

Dr Yat Li, Consultant Anesthetist and Chief Clinical Information Officer
Royal Wolverhampton NHS Trust

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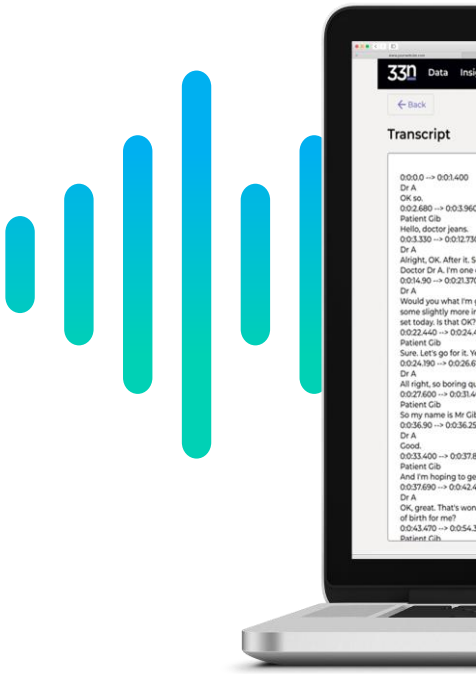
Our AVT solution - CLEARnotes

As an AI-enabled workflow transformation programme, this support package includes specialist, hands-on guidance for deploying CLEARnotes, along with licensing for its use. CLEARnotes is an ambient voice technology (AVT) solution that significantly improves the speed and efficiency of clinical consultations. It captures clinician-patient conversations and generates accurate electronic summaries within seconds, enabling clinicians to focus more on patient care while maintaining high-quality records and boosting overall productivity.

The technology has the potential to reduce administration by up to 70%, enhance clinical productivity by between 14 - 25% and improve documentation consistency across teams.

Benefits include:

- Significantly reduced admin burden – giving clinicians more face-to-face time with patients
- Increased capacity – with the potential to reduce waiting lists
- Reduced clinical variation and increased standardised practice – with the potential to link to local and national guidelines
- More detail captured in medical records
- Less reliance on external dictation services



1 Press record

Tool captures audio of consultation

2 Autogenerate summary

Summary autogenerated using AI technology

3 Edit and transfer into EPR

The clinician is always in charge – reviewing the notes and editing if required

Features of CLEARnotes

CLEARnotes is intuitive, easy to navigate and simple to use. As a browser-based solution, there is no software to install — only a modern web browser (such as Google Chrome or Microsoft Edge) and access to a microphone are required.

CLEARnotes can be configured to meet the needs of different specialties and service pathways, ensuring it integrates seamlessly into existing clinical workflows. Templates, prompts and outputs are aligned to local documentation standards, enabling safe, structured and specialty-specific use across a range of clinical settings.

Features include:

- Easy-to-use platform and adaptable to most healthcare settings
- Ability to review and edit notes if needed
- Secure and compliant with NHS standards
- Customisable format
- Fully responsive to mobile and tablet devices

Improved job satisfaction

Every minute spent on administration is one taken away from patient-facing care or added on to the working day. CLEARnotes significantly reduces paperwork and enhances productivity leaving more time for patients and other clinical tasks while reducing burnout and unnecessary cognitive load.

Quality and safety

CLEARnotes has undergone rigorous assessment and testing, with oversight from senior clinicians within the National CLEAR Programme, to ensure accuracy, reliability and clinical safety.

Trusted by NHS organisations across the country to safeguard sensitive information, the National CLEAR Programme is Cyber Essentials Plus certified and exceeds the 2024/2025 standards set out in the NHS Digital Data Security and Protection Toolkit.

CLEARnotes aligns with NHS England's guidance on the use of AI-enabled ambient scribing products in health and care settings and is recognised as a self-certified supplier on the NHS England AVT Registry.

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Impact of previous CLEARnotes transformation work

An NHS England-funded CLEARnotes transformation programme launched in 2024 in pre-operative settings delivered significant impact — streamlining clinical workflows, generating measurable productivity gains, improving patient engagement and enhancing staff wellbeing. The learning and evidence generated from those sites now directly inform and strengthen this programme's implementation approach.

Boosting productivity by 14% and improving the quality of patient interactions East Lancashire Hospitals NHS Trust

The transformation project at East Lancashire Hospitals NHS Trust (ELHT) has demonstrated the significant potential of AVT. As a result of redesigning workflows through the deployment of CLEARnotes, the nurse-led pre-operative assessment service has increased the number of patients seen per day from an average of 55 to 63. This has been achieved by freeing up time for staff to contact patients who did not attend (DNAs) and adding ad-hoc, short-notice pre-operative assessments. Going forward, ELHT intends to increase clinic capacity by around 20% through changes to pre-operative clinic templates and the use of the technology. Patient experience is also better – with more face-to-face time between clinicians and patients. The work at ELHT to deploy CLEARnotes earned the team a Highly Commended Award in the national HSJ Digital Awards 2025 in the Supporting Elective Recovery through Digital category, further validating its impact

Productivity improvement of 25%, quicker letter turnaround and high acceptance levels at The Royal Wolverhampton NHS Trust

The Royal Wolverhampton NHS Trust has successfully adopted CLEARnotes in pre-operative clinics with impressive results. The Trust aimed to safely deploy AVT and assess its value. Using the tool, the service has increased productivity by 25% in one clinic and improved clinic letter turnaround from 5–7 days to 1–2 days. It enhanced patient-clinician engagement and achieved high acceptance and usage levels among clinicians. The pilot has supported the Trust to become a leading site for AVT within the ICS and the ambition is to scale the technology across other services.

A sustained 14%–25% improvement in productivity has the potential to significantly reduce—and even eliminate—waiting lists in key NHS service areas.

"The tool has streamlined documentation, helping us reclaim valuable clinical time, reduce stress, and ultimately deliver better care to our patients."

Dr Domnic Sebastian, Divisional Medical Director for Surgery & Anaesthetics,
East Lancashire Hospitals NHS Trust

Expression of interest process

We are inviting expressions of interest from NHS acute, mental health and community trusts that wish to participate in this fully funded opportunity in partnership with the National CLEAR Programme.

Selected organisations will be supported through a structured onboarding process, with programme mobilisation beginning in summer and continuing into the autumn (see project outline on page 11). Trusts will be chosen through a formal EOI process to ensure alignment, readiness and the strongest opportunity for measurable impact.

Prospective applicants will also have the opportunity to learn more about the programme, its governance framework and implementation model — and to raise questions directly with the CLEAR team — through a dedicated webinar (see page 10 for further details).

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How to submit an expression of interest

To apply, trusts must first complete a brief readiness questionnaire, which generates a readiness score and report (please save both). You will then need to submit an online expression of interest (EOI), which includes questions to assess your application, including your readiness score. For this first cycle, EOI forms must be submitted by Thursday 30 April. There is also a webinar on Thursday 16 April to learn more and ask questions. Further information is outlined below.

Information webinar

We are holding an information webinar on Thursday 16 April from 12:30-1:30pm to provide more information about the programme. You can register for the webinar here.

Application process

You will need to complete our brief readiness assessment, which you'll find here. Please then complete the expression of interest form, which you'll find here, and submit it by the deadline of **5pm on Thursday 30 April.** Trusts will be notified of the outcome on Thursday 7 May.

Questions

If you have any further questions, please contact the CLEARnotes team
by email: projectsupport@33n.co.uk

Information webinar	**16 April**
EOI deadline	**30 April**
Trusts notified of EOI outcome	**7 May**

Project outline

Phase 1: Mobilisation and governance

Key activates

- Establish governance
- Complete DCB0129/0160
- Hazard workshop
- Agree and capture baseline metrics and KPIs
- Engagement with service champions
- Map workflows and pathways
- Output templates and testing
- Hardware testing
- Implement staff training

Phase 2: Service readiness and go-live

Key activities

- Map workflows and pathways
- Output templates and testing
- Hardware testing
- Initial staff training
- Go live
- Prompt iteration
- Ongoing training
- Metrics collection and refinement
- Ongoing user testing, feedback and updates
- Full prompt optimisation

Phase 3: Optimisation and benefits realisation

Key activities

- Full-Service engagement with workshopping to maximise time saving and productivity gains Ongoing cycles of user feedback
- Cumulative benefits tracking and benefits review
- Measure of productivity gains

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The National CLEAR Programme

Part 2: Background to CLEAR

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The National CLEAR Programme

What is CLEAR?

Clinically Led workforcE and Activity Redesign (CLEAR) is a nationally sponsored programme originally developed in partnership with Health Education England that trains and enables clinicians to use a combination of data analysis, modelling tools, qualitative techniques and AI to deliver new models of care and workforce redesign.

CLEAR is hosted by East Lancashire Hospitals NHS Trust and delivered by the trust and 33n.

33n - who we are

We are experts in data driven healthcare redesign. Our clinically-led team of more than 70 specialists includes NHS clinicians, educationalists, project managers and data engineers who are united in their passion to improve services, address workforce challenges and enhance patient care.

Our goal is to provide solutions to the changing needs of the healthcare system, support the sustained recovery of services, encourage staff retention and shape services for the future.

Hosted by ELHT

The National CLEAR Programme is hosted by East Lancashire Hospitals NHS Trust, providing a strong foundation within an established NHS organisation. Being embedded within a Trust setting ensures the programme is closely aligned with NHS structures, governance processes and operational realities.

This enables it to work effectively across systems, understand national and local priorities, and support delivery in a way that is practical, informed and responsive to the wider NHS landscape.

Impact

Since launching in 2019, the National CLEAR Programme has completed more than 75 transformation projects across key NHS priority areas identifying productivity gains of more than £75m.

At the heart of the CLEAR approach is the empowerment of NHS staff - using education, data, technology and innovation to improve the quality, safety and efficiency of services. More than 200 NHS staff have been trained in the CLEAR methodology, with many joining the national team and leading further innovation projects.

CLEAR is a business change approach that is tried and tested – enabling staff and organisations adopt innovative solutions and new technologies to drive transformation. Our approach supports change to happen at pace, leading to sustained transformation and improved patient outcomes.

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For further information

Contact the team: projectsupport@33n.co.uk

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