

# Fully funded AI transcription deployment opportunity for improved care in hospices

Hosted by East Lancashire Hospitals NHS Trust and The National CLEAR Programme

Expression of interest information pack



# Welcome to The National CLEAR Programme

Conversations at the end of life are some of the most important — and often some of the most emotionally complex — interactions that take place in healthcare. They require compassion, presence, careful listening and time for patients, families and carers to feel heard, supported and involved in decision-making.

Across healthcare, clinicians are increasingly balancing these sensitive conversations with growing administrative and documentation demands.

This programme has been designed to help create more space for what matters most: meaningful human connection and patient-centred care. The opportunity offers selected hospices free deployment and six months' use of CLEARnotes, an AI-powered conversation transcription and clinical documentation tool designed specifically for healthcare settings. Delivered through the National CLEAR Programme and hosted by East Lancashire Hospitals NHS Trust, the programme is available for both inpatient and community end-of-life care settings.

Participating hospices will receive up to 30 CLEARnotes licences, together with structured implementation, training and governance support to help embed the technology safely and effectively into clinical practice. CLEARnotes can support documentation across a range of interactions, including admissions, family meetings, advance care planning discussions and MDT conversations, helping to reduce administrative burden, improve documentation quality and create more time for meaningful patient care.

Importantly, this is not simply a technology pilot. It is a clinically-led, NHS-hosted transformation programme focused on safe adoption, meaningful impact and real-world learning. Following the six-month period, participating organisations will have the opportunity to explore sustainable future models for ongoing use, which may include shared-value or gainshare approaches linked to demonstrated impact – with support available for developing an evidence-led business case.

We recognise that technology alone does not improve care — people do. Our aim is therefore to support clinicians, patients, carers, and families through tools that reduce friction, protect valuable clinical time, and enable more compassionate and person-centred conversations at the moments that matter the most.



**Dr John Jeans**

Consultant Anaesthetist and National CLEAR Programme Lead

# Fully funded AI transcription opportunity for improved care in hospices

Part 1: Information about the support offer



## The support offer

Participating hospices will receive fully funded implementation and optimisation support and six-months' use of CLEARnotes, an ambient voice technology solution that transforms clinical conversations into structured digital documentation, reducing time spent on administration and improving clinician productivity.

Deployment can be in inpatient or community settings. Support includes a structured deployment plan, hands-on training and ongoing optimisation to ensure the technology is successfully embedded into day-to-day clinical practice.

Sites will 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 for six months while being supported to quality assure the outputs.

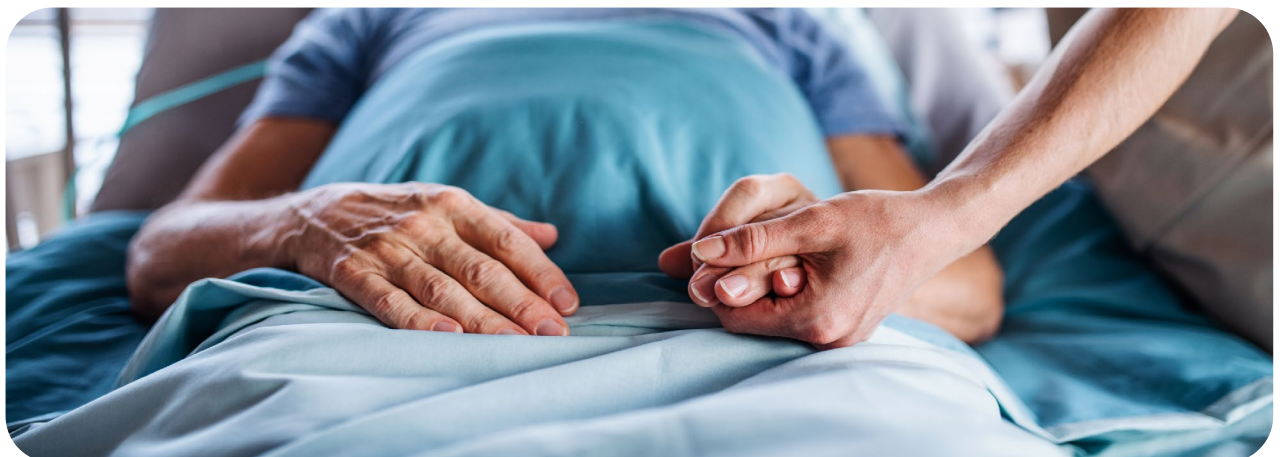
The approach is deliberately designed to move beyond simple installation, ensuring adoption is clinically led, operationally integrated and focused on demonstrable service improvement.

## No value, no cost

The opportunity is fully funded, meaning there is no cost to participating organisations during this initial phase.

Following the six-month pilot, participating sites will have the opportunity to explore sustainable future models for ongoing use. As part of the programme, we will work with sites to quantify benefits, assess impact and develop a robust business case to support future investment and procurement decisions.

Future models may include shared-value or gainshare approaches linked to demonstrated benefit and outcomes. This approach reduces financial risk, protects public money and aligns incentives around delivering measurable improvements 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**

## 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

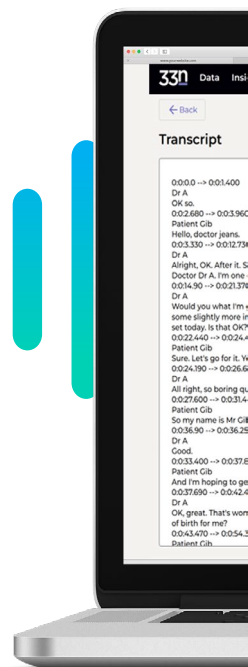
Increased capacity – with the potential to reduce waiting lists

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.

## 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 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 deploying CLEARnotes, the nurse-led pre-operative (pre-op) assessment service has increased the number of patients seen per day from an average of 55 to 63 by having more time to contact patients who did not attend (DNAs) and adding adhoc, short notice pre-op assessments. Going forward with changes in templates to pre-op clinics ELHT intends to increase clinic numbers to around 20% with the AVT. 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.

**Sustained improvements to productivity at these levels have 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 hospices in England that wish to participate in this fully funded opportunity.

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

Prospective applicants 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).



## How to submit an expression of interest

For sites interested in applying, it is advised that you attend a webinar on Wednesday 15 July to learn more about the opportunity and ask questions. Further information about the webinar is outlined below.

You may also want to assess your site's readiness to take part in the programme – you can do this by completing our brief questionnaire which you'll find [here](#) - please keep a note of your score and download the report. Note that completing the readiness assessment form is optional.

## Information webinar

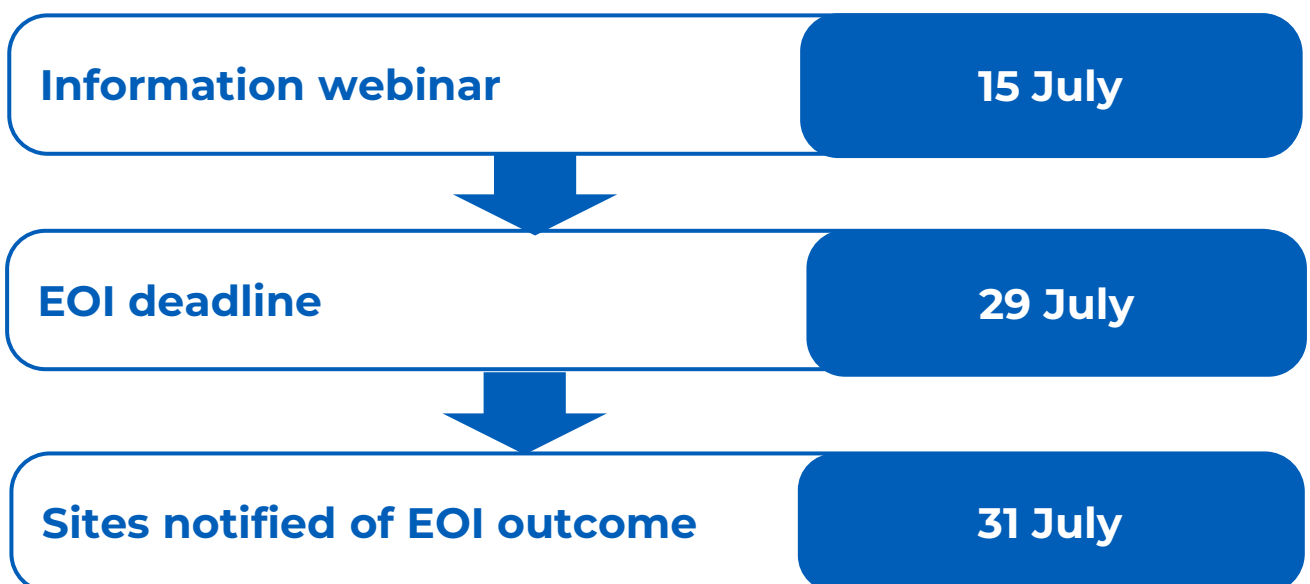
We are holding an information webinar on Wednesday 15 July from 12:30-1:30pm to provide more information about the programme. You can register for the webinar [here](#).

## Application process

Please complete the expression of interest form, which you'll find [here](#), and submit it by the deadline of **5pm on Wednesday 29 July**. Sites will be notified of the outcome on Friday 31 July.

## Questions

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



# Project outline

## Phase 1: Mobilisation and governance

### Key activities

- 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 workshoping to maximise time saving and productivity gains
- Ongoing cycles of user feedback
- Cumulative benefits tracking and benefits review
- Measure of productivity gains

# The National CLEAR Programme

## Part 2: Background to CLEAR



# 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.

## For further information

 Contact the team: [projectsupport@33n.co.uk](mailto:projectsupport@33n.co.uk)