

Reference: FOI.ICB-2526/062

Subject: Dictation Technologies

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
<p>1. Are you currently utilising ambient voice / ambient scribe/dictation technologies or a similar technology?</p> <p>If yes, please can you state the name of the supplier(s) used across your organisation?</p>	<p>BNSSG ICB does not use Ambient Voice technology.</p> <p>BNSSG ICB as an organisation does not use separate dictation technology, but staff have access to integrated dictation technologies such as Office Dictation in the Microsoft Office Suite. As part of a limited NHS Trial, staff also have the option to use CoPilot to assist with note taking and minuting of meetings within Microsoft Teams.</p> <p>Staff with a reasonable adjustment or Access to Work assessment identifying a need for specialist software including voice recognition or dictation technology are individual cases, and use a variety of programmes whose primary purpose is to support the individual with specific tasks and follow instructions, rather than any ambient technology. These are recommended orders placed with a variety of resellers, or a direct replacement (next version upgrades.)</p>
<p>2. If this hasn't been pursued at ICB level, are you aware of any practices across your organisation procuring these solutions on an individual basis? If so, please can you</p>	<p>The ICB is not aware whether practices are procuring these solutions on an individual basis, however as a collaborative we are trialling various ambient technologies for our practices.</p>

<p>provide the name of these solutions/providers, and your understanding of how the software is being utilised by the practice(s) - i.e. use-case.</p>	
<p>3. If this has been perused at an ICB level, please can you provide the following details:</p> <ul style="list-style-type: none"> ○ Contract value ○ Contract start/end-date ○ How the software is being utilised and the key use case and service utilising it. ○ Person responsible for the contract and/or pilot scheme used. 	<p>Ambient Voice technology has not been pursued at an ICB level.</p>

The information provided in this response is accurate as of 30 May 2025 and has been approved for release by Rob Hayday, Chief of Staff for NHS Bristol, North Somerset and South Gloucestershire ICB.