

From implementation to impact: Accurx's Launch Blueprint for achieving ROI with Ambient Voice Technology (AVT)

Playbook 2: Adapting workflows

Reading time: 6 minutes

This is for:

People leading AVT deployments in NHS organisations – Digital teams, Transformation Leads, Clinical Directors, GPs, Practice Managers, Operational Leads and Service Managers.

The Accurx Launch Blueprint helps you:

- Build templates that feel clinically natural and reduce editing
- Support teams through the behavioural shift of working with AVT
- Ensure hardware and environments are set up for success
- Educate patients clearly and document consent with confidence

The results you can expect:

- ✓ Templates clinicians trust and use consistently
- ✓ Workflows that reflect how AVT performs in real settings
- ✓ Fewer audio-related issues and more reliable transcription
- ✓ Patients who understand what AVT is, why it's used and how their data is protected
- ✓ Faster, more effective adoption across services

TL;DR:

AVT changes how clinical documentation works, and workflows must evolve with it. Trusts that succeed are those that design templates properly, prepare clinicians for new ways of working, get the hardware right, and make patient communication simple and consistent. This playbook explains how to adapt workflows safely and confidently as AVT becomes part of everyday clinical practice.

1. Why adapting workflows matters

AVT represents one of the biggest shifts in day-to-day clinical work, changing what clinicians write, when they write and how much attention they need to give to documentation.

Some clinicians adopt it immediately; others hesitate or assume it won't suit them. When that happens, services end up with two ways of working - with AVT, or without - creating inefficiency, variation and uneven adoption.

This technology is happening and it will be everywhere. Adapting to it isn't optional. Trusts that get this know that clinical teams have to move beyond "trying a new tool" to treating AVT as a natural part of their role. The Accurx Launch Blueprint is designed to make that transition safe, supported and clinically credible.

2. How workflows evolve safely and confidently

Adapting workflows is not about forcing clinicians to change how they work. It's about helping them understand how AVT supports and enhances their work.

The Accurx Launch Blueprint focuses on four essential areas.

A. Trusted templates

Before rollout, Accurx works with clinical champions to shape templates. These early sessions also reveal where long-standing documentation habits and structures can be improved. Accurx also provides a core library of over 100 templates from 30 specialities. This suite of templates ensure notes are structured consistently and processed efficiently.

- ✓ Follows standard clinical coding, logic and formats, including SNOMED, OPCS-4, and ICD-10
- ✓ Produces "natural" summaries that feel clinician-written
- ✓ Integrates with the Electronic Patient Record (EPR) and to transfer reports in a single click
- ✓ Instantly sends summary messages and letters via SMS or email to patients, GPs and other healthcare professionals

B. Hardware that works

Even the best workflows will fall apart if audio quality of the AVT is poor. Accurx Scribe is a cloud-based solution requiring no on-site server installation. It employs a market leading voice-to-text AI (OpenAI Whisper) that has been specifically optimised for medical contexts; works with any microphone; is optimised for low-connectivity environments; and includes a local audio buffering capability to securely store recordings for up to one hour if the network connection is lost.



Every hospital setting is different, so Accurx works with the trust's digital team to assess and optimise for:

- ✓ Different microphones (eg inbuilt laptop or mobile, lapel mics, bluetooth devices)
- ✓ Room acoustics and background noise
- ✓ Clinic layout and positioning
- ✓ Specific workflow requirements (e.g. for a ward round use case – initial conversation at the Nurses' station, transcription paused and resumed by the patient's bedside)

Listen carefully

Accurx Scribe demonstrates **+97% accuracy**, showing the reliability of both the templates and audio capture.

C. No clinician left behind

AVT changes the rhythm of work. While the benefits are undeniable, some clinicians need more time to “get there.” Familiar habits can feel safer than new ones, and any technology can be met with suspicion if not supported properly.

Accurx ensures this transition feels like an upgrade not a disturbance, by providing reassurance, practical guidance and clear expectations. We apply the structured governance of PRINCE2 combined with the behavioural science principles of change management. Adoption and usage is monitored in real-time and shared with trusts to inform targeted interventions.

Clinicians are supported to:

- ✓ Adapt their consultation style
- ✓ Review and refine notes at natural breakpoints
- ✓ Understand how the solution works “under the hood”



From the frontline

We've historically been poor at clinical coding and [Accurx Scribe] is much easier. It makes a big difference and it's really important.

An acute medical consultant

D. Patients on board

Patients need to understand what AVT is, why it's being used and how their information is handled. Embedding consent directly into the workflow creates clarity, transparency and a reliable audit trail, building trust from the start.

Accurx provides:

- ✓ Onboarding guidance that explains how to obtain consent in simple terms
- ✓ Posters and patient-facing materials for clinical areas
- ✓ Language clinicians can use to explain AVT quickly and confidently
- ✓ Built-in consent fields within templates



Happier patients

With Accurx Scribe, 99% of patients felt their clinician was fully engaged (vs 83.6% without the tool).

3. The outcome of getting workflow change right

When hardware works, workflows adapt intentionally, and clinicians feel supported, the impact is significant and can be immediate.

- Templates that produce clearer, more consistent notes
- Clinicians who feel more present and less burdened
- Shorter editing times and fewer transcription errors
- Better alignment with coding and reporting requirements
- Patients who receive a better experience, including clearer and consistent explanations across services
- Reduced variation in documentation
- Faster, more stable adoption across specialties

Tried, tested and trusted



A community NHS trust that deployed Accurx Scribe to 190 care professionals across 15 services, generating over **3,000 notes** in 6 weeks



An acute trust using Accurx Scribe has **saved 8 mins per patient** on documentation; and has **reduced clinical cognitive load** from 7 to 3.4

Also in this series:

Playbook 1: Setting up for success – How to prepare before rollout so clinicians start strong

Playbook 3: Using data – How to use data to guide roll-out, evaluate impact, and build a robust business case for AVT

Playbook 4: Measuring time saved – How to help leaders test what genuinely drives time savings

[Register your interest to receive our full AVT implementation playbook.](#)