

Transforming Health Visiting Documentation with Ambient Voice Technology

CASE STUDY

NHS COMMUNITY CARE

A pioneering seven-month innovation programme, delivered in collaboration with the West Midlands Health and Wellbeing Innovation Network (WMHWIN), University of Warwick, and Herefordshire & Worcestershire ICB, exploring how AI-assisted Ambient Voice Technology can reduce administrative burden for frontline Health Visiting teams, whilst preserving the meaningful family interactions that define effective community care.

Programme Partners & Context

Scribete^{ch} UK, through its **Augnito Omni Ambient Voice Technology (AVT) platform**, was selected by WMHWIN at the University of Warwick, alongside NHS Herefordshire and Worcestershire Integrated Care Board, to support a Health Visiting Innovation Programme focused on reducing administrative burden for frontline community healthcare teams.

The programme brought together a broad coalition of stakeholders united by a shared commitment to improving the day-to-day experience of Health Visitors and the families they serve. Contributors included Health Visiting teams, ICB representatives, local authority stakeholders, NHS England contributors, and innovation partners, all working towards a common goal.



WMHWIN & University of Warwick

Programme host and academic lead, bringing structured innovation methodology and rigorous evaluation to the collaboration.



Herefordshire & Worcestershire ICB

NHS Integrated Care Board providing frontline Health Visiting teams, operational context, and regional system requirements.



Scribete^{ch} UK

Technology partner delivering the Augnito Omni AVT platform, co-development expertise, and bespoke workflow solutions for community care.



Wider Stakeholders

Worcestershire County Council, NHS England contributors, and local authority representatives providing governance, policy, and community perspectives.

The Challenge

"How might we enable health visitors to efficiently and accurately document and review visit notes and data whilst maintaining family rapport and willingness to disclose sensitive information?"

Health Visitors operate within highly demanding community environments, often balancing safeguarding responsibilities, family engagement, clinical assessments, and extensive documentation requirements, all during and after home visits. The tension between thorough record-keeping and authentic human connection sits at the heart of this challenge.

During the early stages of the programme, a detailed analysis of current workflows identified several interconnected pressures placing strain on Health Visiting teams across Herefordshire and Worcestershire. These were not isolated technical problems but systemic challenges with real consequences for staff wellbeing, documentation quality, and ultimately, family outcomes.

Administrative Overload

Significant post-visit documentation burden consuming time that could otherwise be directed towards family support and safeguarding activities.

Rapport & Eye Contact

Difficulty maintaining meaningful engagement with families whilst simultaneously recording detailed clinical notes during sensitive consultations.

Inconsistent Structure

Variable documentation formats across teams, creating challenges for audit, reporting, and continuity when families transferred between services.

Complex Referral Workflows

Time-consuming manual drafting of GP referrals, safeguarding communications, and follow-up correspondence following each visit.

EPR Integration Gaps

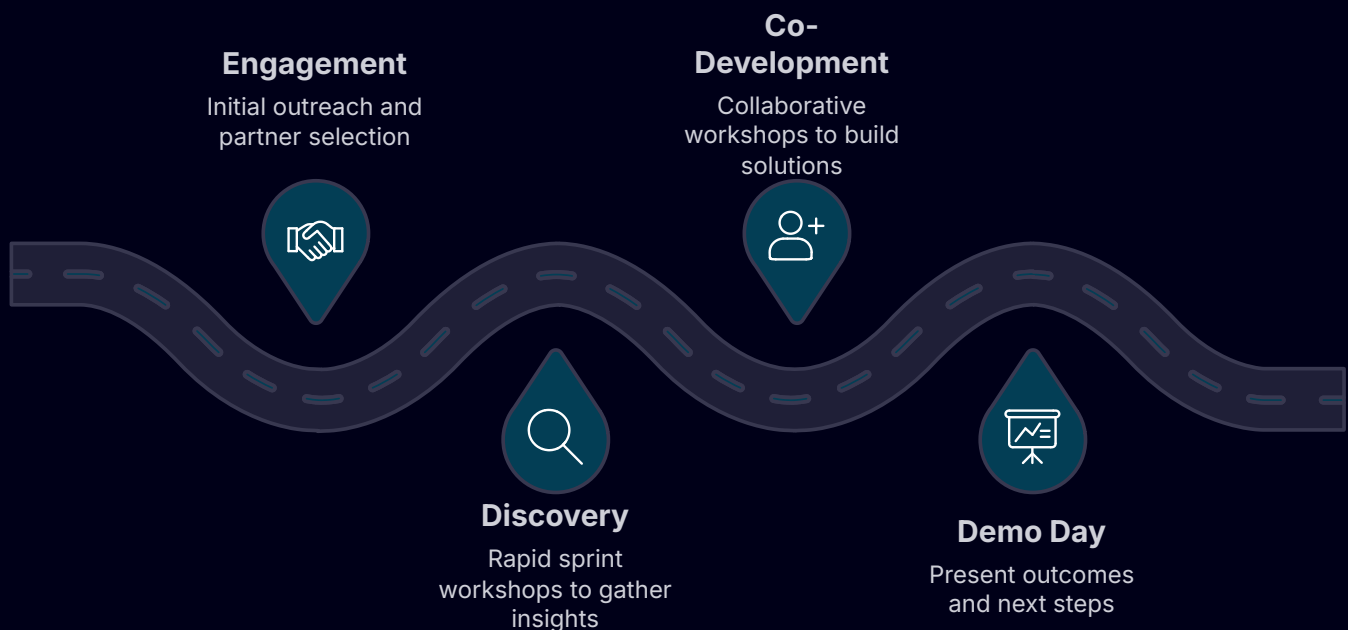
Limited seamless pathways between documentation tools and existing Electronic Patient Record systems, creating duplication and inefficiency.

Clinical Coding Limitations

Insufficient capacity for structured SNOMED clinical coding, reducing interoperability and the quality of reportable data across the system.

The Innovation Journey

Over seven months, Scribete^{ch} UK and programme partners followed a structured, user-led innovation pathway, moving from initial engagement and discovery through to co-development, solution refinement, and a final demonstration event. Each phase was designed to keep frontline Health Visiting teams at the centre of every decision.



This iterative approach ensured that the AVT solution developed was not simply a technology deployment but a clinically grounded, co-designed tool shaped by the real-world experiences of the professionals who would use it every day.

Discovery: Understanding the Frontline

Following selection as the AVT partner for the programme, Scribotech UK participated in two in-person Discovery Sprint workshops held across Herefordshire and Worcestershire. These sessions were fundamental in establishing a genuine, ground-level understanding of Health Visiting workflows, moving beyond assumption and into operational reality.

The workshops facilitated direct engagement with Health Visiting teams, enabling rich qualitative insight into the pressures, processes, and priorities that define daily practice. Crucially, they also created space for clinicians to articulate what meaningful improvements would look and feel like in practice, rather than simply listing technical requirements.

What the Discovery Workshops Explored

- Existing clinical documentation workflows and their pain points
- Safeguarding and referral processes specific to the region
- Preferred output formats and documentation structures
- Current EPR system usage across Herefordshire and Worcestershire
- Practical and environmental challenges encountered during home visits

Why This Mattered

The discovery phase provided critical insight that shaped every subsequent development decision. By understanding the day-to-day operational realities of Health Visitors, the unpredictability of home environments, the sensitivity of safeguarding conversations, the constraints of EPR systems, Scribotech UK could align its development roadmap directly with genuine clinical need.

This commitment to discovery-led development is what distinguishes a co-designed solution from a commercially imposed one, and it established the collaborative trust that sustained the programme throughout its seven-month duration.

Co-Development: Building Together

Following the discovery phase, four collaborative online workshops brought together a broad multidisciplinary group to iteratively develop, test, and refine the AVT solution. This co-development model ensured that every feature prioritised was grounded in clinical relevance and operational feasibility rather than technological aspiration alone.

Workshop participants included Health Visiting teams, Herefordshire & Worcestershire ICB representatives, Worcestershire County Council stakeholders, WMHWIN programme leaders, NHS England contributors, and Scribete^{ch} UK's product and implementation teams. This breadth of perspective was a particular strength of the programme, ensuring that development balanced frontline usability with commissioning priorities, governance requirements, and system-wide interoperability.

01

Live Demonstrations

Real-time showcasing of Augnito Omni capabilities against Health Visiting workflow scenarios, enabling teams to visualise the solution in context.

02

User Feedback Sessions

Structured collection of clinical user feedback at each iteration, ensuring that usability, accuracy, and contextual understanding continually improved.

03

Workflow Refinement

Iterative adjustment of documentation templates, referral drafting tools, and output formats based on direct clinical input from Health Visiting teams.

04

Feature Prioritisation

Collaborative ranking and scoping of development priorities, ensuring the programme delivered maximum value within its timeframe and resources.

Solution Development: What Was Built

Building upon the established capabilities of Augnito Omni, Scribete^{ch} UK developed a suite of bespoke enhancements specifically designed for NHS Health Visiting workflows in Herefordshire and Worcestershire. Each enhancement addressed a specific pain point identified during the discovery and co-development phases, ensuring that the final solution was both comprehensive and clinically purposeful.



Health Visiting Templates

Standardised SOAP-based documentation templates tailored for regional workflows, ensuring structured clinical consistency and easier EPR mapping.



Referral Letter Generation

Automated drafting of GP referral letters, safeguarding communications, follow-up summaries, and Health Visiting-specific correspondence.



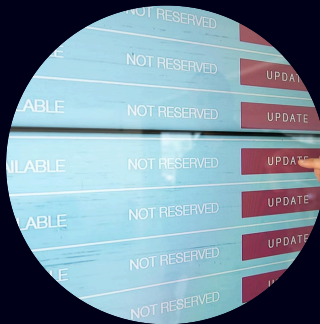
EPR Integration

Seamless integration pathways into Optum EMIS and The Access Group RiO, minimising duplication and supporting efficient clinical record management.



Analytics & KPI Dashboards

Custom dashboards providing visibility into documentation volumes, time savings, user adoption rates, and service efficiency metrics for programme stakeholders.



Resume & Continue Notes

Functionality enabling Health Visitors to pause, resume, and continue documentation across different times and locations, reflecting the dynamic nature of community care.



Automated Clinical Coding

Automatic generation of structured SNOMED clinical codes from consultations, improving interoperability, reporting accuracy, and reducing manual coding requirements.

Advanced Capabilities: Family Summaries & Prompt Engineering

Two of the most clinically significant developments to emerge from the programme were the creation of personalised family summaries and the refinement of advanced clinical prompt engineering, both of which addressed the human dimensions of Health Visiting in ways that purely administrative tools cannot.

Personalised Family Summaries

Working alongside NHS England contributors, Scribetechn UK developed patient-friendly family summaries tailored to individual consultations. These plain-language documents were designed to be shared directly with families following visits, supporting their understanding of the discussion, any actions agreed, and next steps in their care journey.

The summaries aimed to improve family understanding and communication clarity, strengthen engagement following visits, and support continuity of care, particularly for families with complex needs or limited health literacy. In a service built on trust and relationship, this capability represented a genuinely meaningful addition to the toolkit.

Advanced Prompt Engineering

Scribetechn UK designed and refined highly detailed clinical prompts using data and insights gathered throughout the programme. This technical work, often invisible to end users, was fundamental to ensuring the AVT solution accurately captured the nuanced language, context, and professional judgement inherent in Health Visiting practice.

The prompts were specifically calibrated to capture consultation context and Health Visiting terminology, handle safeguarding considerations with appropriate sensitivity, accurately reflect family discussions, and generate structured clinical outputs aligned with SOAP documentation standards. The result was a meaningful improvement in output quality and contextual understanding across all use cases.

Demo Day & Programme Outcomes

The programme culminated in a final demonstration event on **11 May**, hosted by WMHWIN. The event brought together Health Visiting teams, NHS stakeholders, ICB representatives, local authorities, and programme partners to experience a live demonstration of the Augnito Omni AVT solution in action, showcasing the full breadth of capabilities developed throughout the seven-month collaboration.

Feedback was overwhelmingly positive, with stakeholders across clinical, commissioning, and operational roles recognising the clear potential for AVT to transform documentation workflows within community healthcare services. The demonstration provided tangible evidence that AI-assisted documentation can reduce administrative burden whilst enabling clinicians to remain fully present and engaged with families during visits.

Strong Multi-Partner Collaboration

Successful engagement across NHS, academic, local authority, and innovation partners throughout a structured seven-month programme.

Tailored Workflow Co-Design

Bespoke Health Visiting workflows developed directly alongside frontline clinicians, ensuring clinical alignment and genuine usability.

Improved Documentation Efficiency

Measurable improvements in documentation quality, consistency, and speed, reducing the administrative burden on frontline teams.

Enhanced Clinical Coding

Automated SNOMED coding capability improving interoperability, structured data capture, and reporting accuracy across the programme region.

Positive User Feedback

Strong clinician satisfaction with usability, workflow integration, and the quality of AI-generated documentation outputs throughout the programme.

Scalable NHS Deployment Potential

Clear evidence base and replicable model for wider deployment across NHS community services nationally.

Reflections & Looking Ahead

The Health Visiting Innovation Programme has demonstrated, with clarity and conviction that Ambient Voice Technology, when co-designed with frontline professionals, can meaningfully reduce administrative burden, improve documentation quality, and ultimately support Health Visitors to spend more time doing what matters most: engaging with the families and communities they serve.

It has been a privilege for Scribotech UK to work alongside WMHWIN, the University of Warwick, NHS Herefordshire & Worcestershire, NHS England, and the exceptional Health Visiting teams involved throughout the programme. The innovations achieved highlight the significant role Ambient Voice Technology can play in supporting NHS Home Visiting services across the UK.

Special recognition goes to **Joshua Dale, Dr Julia Dawson, Neil Calland**, and all programme contributors for their leadership, collaboration, and commitment to innovation throughout this work. The co-design model employed throughout the programme, grounded in genuine partnership between technology providers, commissioners, and frontline clinicians offers a replicable blueprint for responsible AI adoption within NHS community services.

Foundation for Future Development

The success of this programme establishes a strong evidence base and operational foundation for wider adoption of Ambient Voice Technology across community healthcare settings. The templates, workflows, EPR integrations, and clinical prompts developed are immediately deployable and readily adaptable to other NHS community service contexts beyond Health Visiting.

Scribotech UK remains committed to continuing collaboration with NHS partners, further optimising AI-supported clinical documentation, and delivering measurable operational improvements for frontline services across the UK.

What This Means for Commissioners

For NHS commissioners and health service managers exploring digital innovation in community care, this programme offers compelling evidence that AVT is not a distant aspiration, it is a deployable, clinically validated solution with demonstrable benefits for staff experience, documentation quality, and system efficiency.

The programme's collaborative model, structured evaluation approach, and positive stakeholder outcomes provide the confidence that wider investment in Ambient Voice Technology can be made on a sound, evidence-informed basis. Scribotech UK welcomes conversations with commissioners interested in exploring deployment within their own community services.

- ✔ Scribotech UK welcomes enquiries from NHS commissioners, ICBs, and community healthcare organisations interested in exploring Ambient Voice Technology for their frontline teams. This programme provides a proven, replicable model for responsible AI adoption in community care settings.