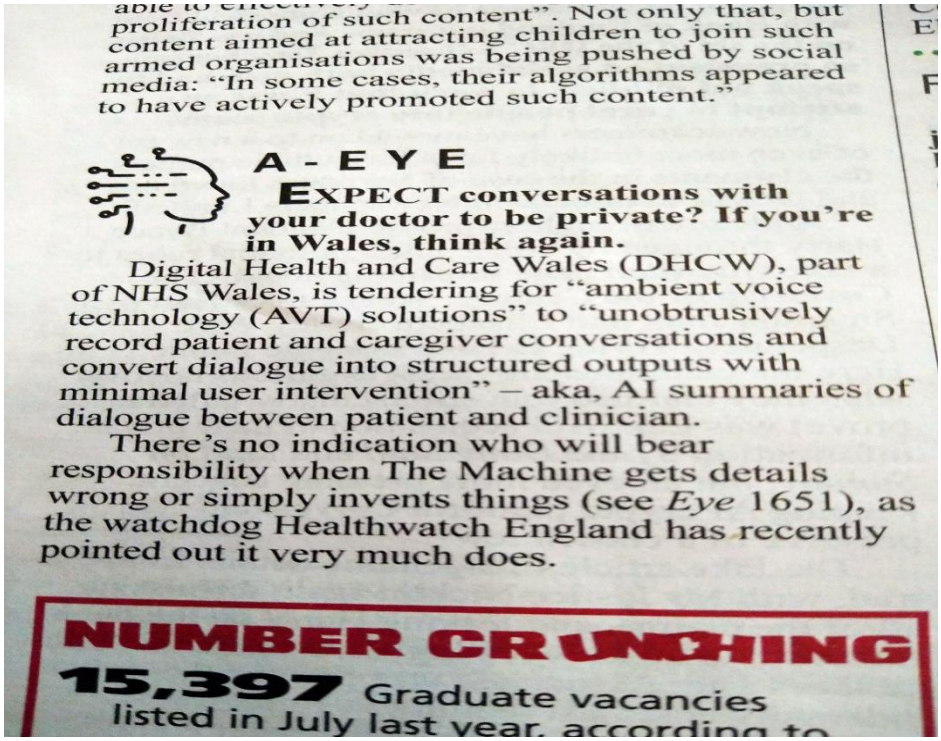
Reference:	FOI.21716.26
Subject:	Ambient Voice Technology (AVT)
Date of Request:	21 September 2026

Requested:

I saw a disturbing report in Private Eye this week (attached). Would you confirm that this system is to be rolled out in this trust and if so, what checks and balances will be in place to protect patients and their records? What is the likelihood that this is going ahead?



proliferation of such content". Not only that, but content aimed at attracting children to join such armed organisations was being pushed by social media: "In some cases, their algorithms appeared to have actively promoted such content."

A - EYE

EXPECT conversations with your doctor to be private? If you're in Wales, think again.

Digital Health and Care Wales (DHCW), part of NHS Wales, is tendering for "ambient voice technology (AVT) solutions" to "unobtrusively record patient and caregiver conversations and convert dialogue into structured outputs with minimal user intervention" – aka, AI summaries of dialogue between patient and clinician.

There's no indication who will bear responsibility when The Machine gets details wrong or simply invents things (see *Eye* 1651), as the watchdog Healthwatch England has recently pointed out it very much does.

NUMBER CRUNCHING

15,397 Graduate vacancies listed in July last year, according to

Response:

Hywel Dda University Health Board (UHB) confirms that it has implemented an AVT system within its Neurodiversity Service, which uses temporary audio recordings of the clinical conversation to generate a draft report for the practitioner to review and edit. Recordings are encrypted, stored for a short period of time and then automatically deleted. Only the final approved copy of the report is added to the clinical record. All patients are informed of the use of an AVT system and are asked at the start of the interaction whether they are happy for the recording to be made, the system can be turned off, and where a patient does not consent it is not used.

Additionally, the UHB is looking to pilot an AVT system within General Surgery, this is still in the planning phase and will be implemented in due course.

As indicated by the image you provided, Digital Health and Care Wales (DHCW) are currently developing a framework for the implementation of an AVT solution for GP Practices. The UHB is not directly involved in this piece of work and therefore does not hold the information requested. Should you require further information on the development of this framework, we suggest you contact the Freedom of Information (FoI) Team in (DHCW), who may be able to assist you further. Contact details are as follows:

DHCW.FOI@wales.nhs.uk or alternatively in writing to: Digital Health and Care Wales, Ty Glan-yr-Afon, 21 Cowbridge Road East, Cardiff, CF11 9AD.