

An assurance engine for ambient voice technology

**Evidence-based AI scribe validation programme -
vendor neutral, built for the NHS**

Expression of interest information pack



July 2026

Welcome to the National CLEAR Programme

Ambient Voice Technology (AVT) is rapidly transforming clinical practice, reducing administrative burden, improving documentation and giving clinicians more time to focus on patient care. As adoption accelerates across the NHS, ensuring these technologies are used safely, consistently and effectively is becoming just as important as implementation itself.

Unlike traditional software, AI-generated clinical documentation is not deterministic. Performance can vary between clinicians, specialties, environments and patients, meaning NHS organisations need robust evidence that these tools are performing safely, maintaining clinical quality and supporting effective care in real-world settings.

The CLEARvalidate programme has been developed to provide that safety and assurance.

Delivered through the National CLEAR Programme, this fully funded pilot will support five NHS trusts to implement CLEARvalidate across up to three specialties over six months. Participating organisations will receive funded implementation, onboarding and six months' use of the platform, alongside expert support to develop an evaluation framework aligned to local priorities. Where CLEARvalidate demonstrates measurable impact, trusts will also be supported to build an evidence-based business case for longer-term, sustainable adoption.

CLEARvalidate is more than a reporting tool. It is an evidence-based clinical safety and assurance framework that enables organisations to continuously monitor the performance of their ambient voice technology, identify potential risks early and drive continuous improvement. Vendor neutral and built for the NHS context, the technology analyses audio quality, transcription accuracy, clinical meaning and documentation quality, providing actionable insights that support safer, more reliable use of AI in clinical practice.

Recognising that every organisation is at a different stage of its AVT journey, the validation approach will be tailored to each participating trust, reflecting local priorities, governance arrangements and available data while providing consistent evidence of safety, effectiveness and organisational impact.

This evidence will strengthen clinical governance, improve documentation quality and user adoption, target education and training where needed, and provide confidence that ambient voice technology is delivering value for clinicians, patients and the wider organisation. The programme helps trusts move beyond anecdotal feedback to objective, evidence-based assurance.

At its heart, CLEARvalidate enables the safe, responsible adoption of AI within the NHS. As regulatory expectations evolve and ambient voice technology becomes embedded in routine care, organisations will increasingly require continuous monitoring, transparent governance and demonstrable evidence that these technologies remain safe throughout their lifecycle.

I hope you feel encouraged to apply for this opportunity.

Dr John Jeans

National Lead, The National CLEAR Programme and CEO, 33n

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Part one: Information about the programme



Programme overview

Delivered through the National CLEAR Programme, this fully funded pilot will support five NHS trusts to implement CLEARvalidate across up to three specialisms over a six-month period. CLEARvalidate is vendor-neutral and has been specifically designed to validate the performance of ambient voice technology solutions in NHS settings.

Participating organisations will receive funded implementation, onboarding and six months' use of the platform, alongside expert support to establish a robust evaluation framework tailored to their local priorities, governance requirements and available data.

Throughout the pilot, trusts will work with the CLEAR team to generate meaningful evidence on the safety, performance and impact of their ambient voice technology deployment. Following the pilot, where CLEARvalidate has demonstrated measurable impact, participating organisations will be supported to develop an evidence-based business case to enable longer-term, sustainable adoption.

Support throughout the pilot



Dedicated clinical and technical support

Participating trusts will work with the multidisciplinary CLEAR team — clinical, technical and data specialists. Together, we will engage key stakeholders, agree data requirements and establish an evaluation approach aligned to local priorities.



Tailored evaluation framework

Each organisation receives a bespoke evaluation framework defining the measures, data sources and success criteria that matter locally — generating meaningful evidence on the safety, quality, effectiveness and organisational impact of ambient voice technology.



Continuous validation and assurance

Over six months, CLEARvalidate analyses routine data and provides regular insights into transcription accuracy, documentation quality, clinical meaning and user adoption — with actionable recommendations for safer deployment and stronger clinical governance.



Evidence for sustainable adoption

At the end of the pilot, trusts receive a comprehensive evaluation report and support to develop an evidence-based business case for longer-term adoption — contributing to national learning on the safe, responsible use of AI across the NHS.

Key features of CLEARvalidate

CLEARvalidate combines advanced AI, clinical expertise and real-world performance monitoring to provide continuous governance and oversight of ambient voice technology deployments.

1

Multi-stage validation

Unlike traditional quality assurance approaches, CLEARvalidate evaluates AI-generated documentation across multiple stages of the AVT workflow, providing a comprehensive assessment of where errors occur and why.

2

Governance and oversight dashboard and reporting

Provides regular dashboards and reports that monitor documentation quality, clinical accuracy, user adoption and editing patterns, helping organisations understand how their AVT is performing over time.

3

Audio and speech quality analysis

Automatically assesses recording quality and speech clarity to identify environmental or conversational factors that may affect transcription accuracy and the quality of AI-generated documentation.

4

Clinical language and meaning validation

Uses advanced Natural Language Processing (NLP) to assess whether the AI has accurately captured the clinical meaning of the consultation, rather than simply matching words or phrases.

5

AI and expert clinical review

Combines AI-powered assessment with expert clinical review to identify clinically significant errors, understand their root causes and inform targeted improvements to documentation quality.

6

Continuous learning and improvement

Identifies trends and opportunities for improvement, supporting targeted user training, local process improvements and structured feedback to AVT suppliers to enhance future performance.

7

Supports AI governance and regulatory assurance

Generates objective evidence to support clinical governance, risk management and emerging AI regulatory requirements, helping organisations adopt ambient voice technology safely, responsibly and with confidence.

Information governance

Information governance and data security are fundamental to the design and delivery of the CLEARvalidate programme. Delivered through 33n's secure data environment, the programme has been designed to ensure that all data processing is undertaken safely, securely and in accordance with UK GDPR, the Data Protection Act 2018 and NHS information governance requirements.

Working collaboratively with each participating trust, the CLEAR team will agree appropriate data flows, access arrangements and governance processes before implementation, ensuring compliance with local policies and governance requirements. This aligns with 33n's clinically led governance framework, which brings together information governance, cybersecurity, clinical safety and technical assurance to support the safe deployment of AI within healthcare.

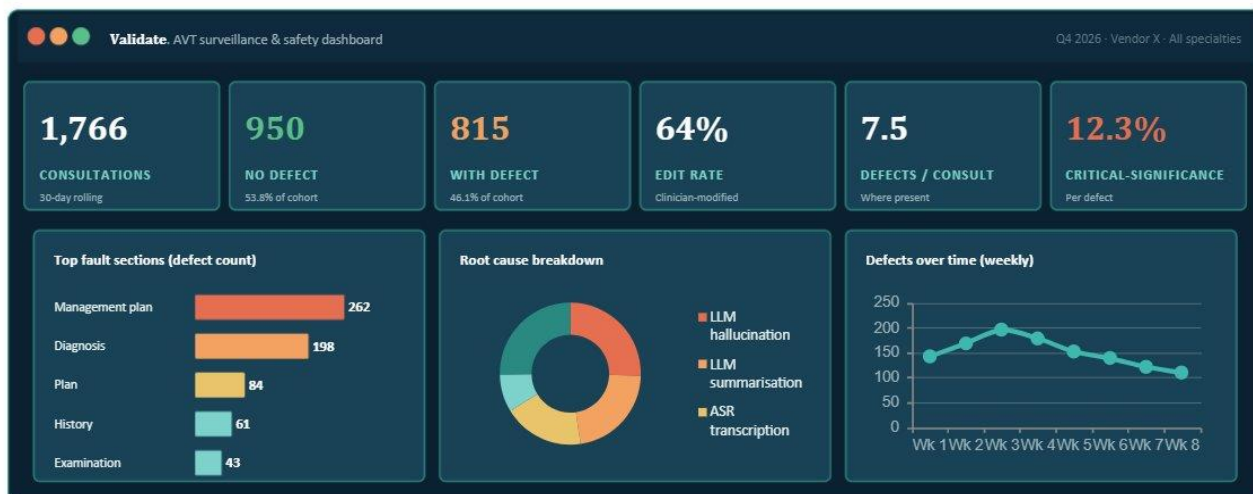
Site support roles

Successful participation in the CLEARvalidate programme requires strong clinical, digital and executive engagement.

Each participating organisation will therefore be asked to nominate four key leads to support delivery and ensure the programme aligns with local priorities, governance arrangements and implementation plans.

Participating trusts should identify an Executive Sponsor, Clinical Lead, Clinical Safety Officer, and Digital Lead (for example, a CCIO, CIO, CDIO or equivalent).

Together, these individuals will provide strategic oversight, support local decision-making, facilitate stakeholder engagement and help ensure the evaluation generates meaningful evidence to inform future adoption and ongoing assurance of ambient voice technology.



Expression of interest process

We are inviting expressions of interest (EOI) from NHS trusts to take part in this funded opportunity. This will be a straightforward EOI process designed to identify organisations committed to strengthening clinical safety, governance and assurance in the use of ambient voice technology.

Information webinar

We will be holding a webinar to provide further information about the opportunity, including the deployment process, key features of CLEARvalidate, the evaluation approach and the expected benefits for participating organisations. The webinar will take place on Tuesday 11 August from 12:30 – 13:00. You can register [here](#).

Submit an expression of interest

Please complete the expression of interest form and submit it by Friday 21 August. The online application form is available [here](#). We will let sites know the outcome of the process by Friday 28 August.

Questions

If you have any further questions, please contact the CLEAR team by email: info@33n.co.uk.

Info webinar

11 August

EOI deadline

21 August

Sites notified of outcome

28 August

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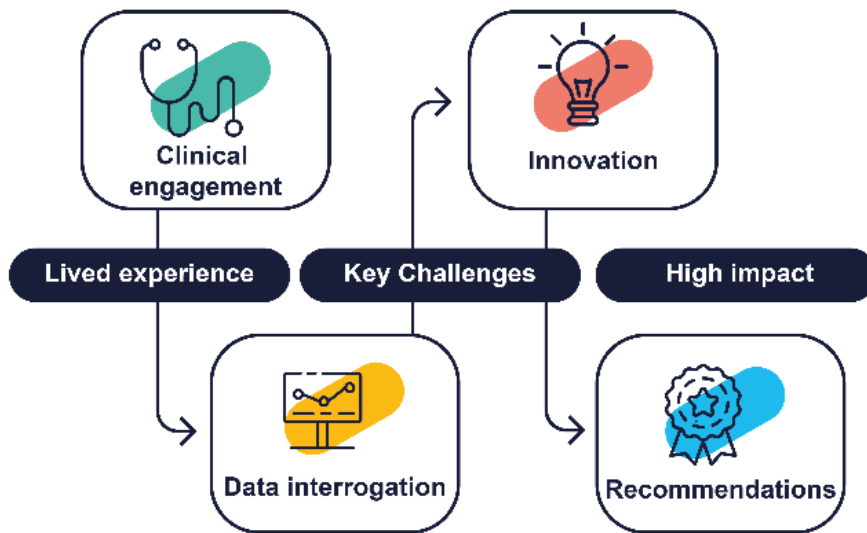
Part : About the National CLEAR Programme



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.



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.

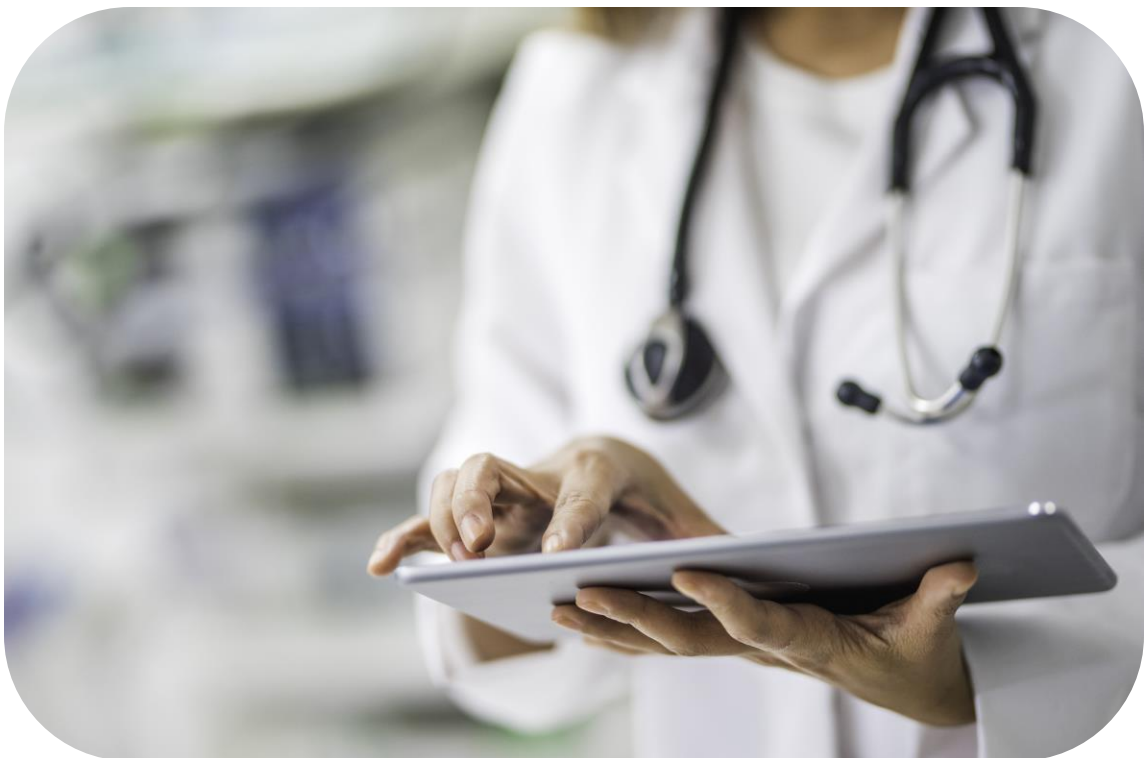
The National CLEAR Programme

Our 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.



clearprogramme.org.uk

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