ABOUT YOUR APPOINTMENT

Ambient dictation in clinic

How your consultation may be recorded to help write your letter, and how to say no if you prefer.

YOUR INFORMATION STAYS ON PROFESSOR WHITEHOUSE'S COMPUTER

- Recording, transcription and drafting all happen on his own **encrypted** computer.
- The software works **offline**. Nothing is sent to the internet, any cloud service, technology company or other third party.
- Speech is turned into text by **Whisper**, an open-source program installed on the computer, with no account or online service behind it.
- Your recording is **never** used to train or improve any software, and your information stays in the UK.

1 What is it?

With your agreement, a small microphone records the conversation during your appointment. Software prepares a first draft of your clinic letter, so Professor Whitehouse can concentrate on you rather than typing or taking notes.

2 Who makes the decisions?

Professor Whitehouse does. The software only helps write things down. It does not suggest diagnoses or treatments. He checks, corrects and approves every letter before it is sent to you, your GP and anyone else involved in your care.

3 What happens to the recording?

If something needs checking, Professor Whitehouse may listen back to part of it. Nobody else does. The recording and its text are **deleted once your letter is approved**, and within 7 days at most. Only the approved letter is kept in your records.

4 Do I have to agree?

No. It is entirely your choice and saying no will not affect your care in any way. Your letter will be written in the usual way. You can ask for the recording to be paused at any time, or change your mind later.

HOW TO OPT OUT – ANY ONE OF THESE IS ENOUGH

Tell Professor Whitehouse at the start of your appointment; he will always check with you first. Or **contact the Practice Manager** on **0117 427 6542** or lauren@theorchardgroup.org.uk. Or **use the form overleaf** and give it to Professor Whitehouse. Anyone with you, such as a relative, carer or interpreter, can also ask not to be recorded.

Practice Manager: lauren@theorchardgroup.org.uk
0117 427 6542

BRISTOL ORTHOPAEDICS

TAP OR SCAN FOR MORE INFORMATION

Privacy policy
bristolorthopaedics.com

Bristol Orthopaedics
Professor Whitehouse

ICO: your data rights
Information Commissioner

02 / YOUR QUESTIONS AND OPT-OUT FORM

Ambient dictation in clinic

More about how your information is used and protected.

5 Can I change my mind later?

Yes. Contact the Practice Manager and, if it has not already been deleted, the recording and its text will be deleted and your letter written without them.

6 Can I get a copy?

Recordings are deleted once Professor Whitehouse has checked and approved your letter, normally after you leave, or within a few days if records need checking. So we cannot normally provide a copy. Your approved letter is kept and you will be sent a copy.

7 Is it used after surgery?

Professor Whitehouse may also use it to dictate your operation note himself after surgery. The same safeguards apply.

8 Who looks after my data?

M R Whitehouse Limited, through which Professor Whitehouse provides private care, is the data controller for your private care records (ICO registration ZB295358). A Data Protection Impact Assessment has been completed for this use.

QUESTIONS OR CONCERNS?

Contact the Practice Manager: lauren@theorchardgroup.org.uk or 0117 427 6542. You can also contact the Information Commissioner's Office on 0303 123 1113 (ico.org.uk).

✂ cut here

AMBIENT DICTATION – OPT-OUT FORM

Give this to Professor Whitehouse at your appointment, or email a photo of it to lauren@theorchardgroup.org.uk.

☐ **I do not want my consultations with Professor Whitehouse to be recorded using ambient dictation.**

Full name: _____

Date of birth: _____ Hospital number (if known): _____

Signature: _____ Date: _____

If completed on the patient's behalf, name and relationship: _____

This choice applies to all your appointments with Professor Whitehouse until you tell us otherwise.

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