



# Transform clinical documentation

Revolutionise Your Workflow with Ambient AI: Seamless, Efficient, and Intelligent Digital Dictation.

“Much of the technology introduced into the NHS has promised to improve productivity, but in practice, it has often added to the administrative burden, pulling clinicians away from patients and into keyboards.” Department of Health & Social Care, GOV.UK

Despite years of digital investment, the NHS still faces a critical challenge: technology that was meant to help is often getting in the way. Ambient AI offers a chance to reverse that trend, if implemented with purpose.



## Unlocking Clinical Time and Quality with Digital Dictation & Ambient AI

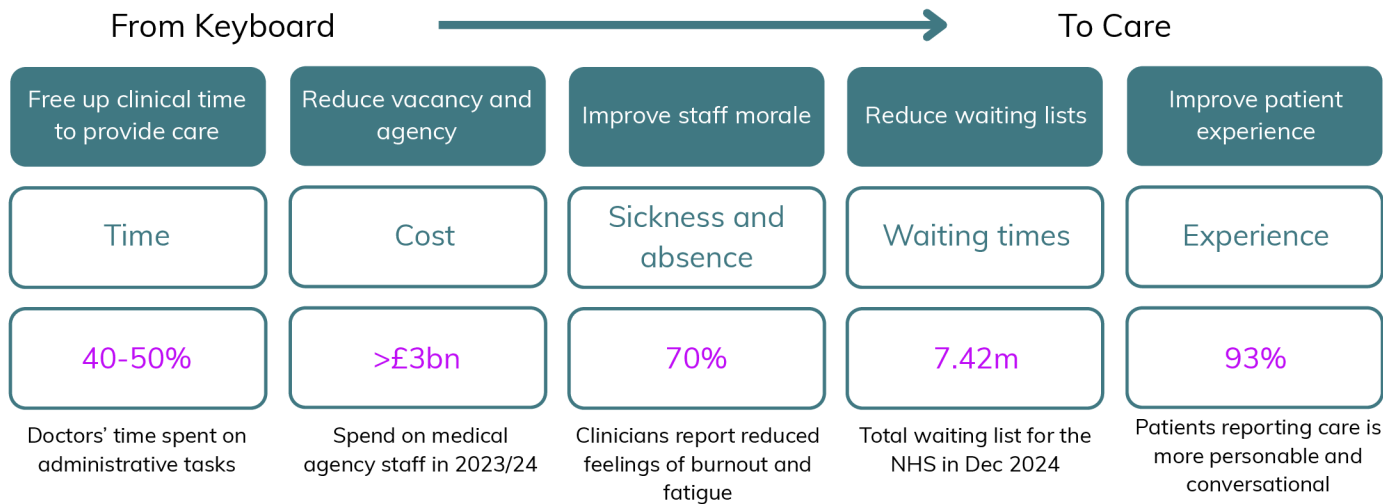
Clinicians spend up to 50% of their day on documentation. Ambient AI and digital dictation, like Microsoft’s Dragon Copilot, are transforming this burden into a breakthrough. In real-world deployments, clinical documentation time has dropped by as much as 45%, while cognitive load and burnout have eased, with clinicians reporting higher satisfaction. More time is being spent face-to-face with patients rather than screens, and documentation quality and completeness have improved, supporting better care, compliance, and continuity.



## NHS Smart Spend Initiative

Trustmarque is a UK-based, proven and trusted IT partner to the NHS, supporting over 60% of healthcare organisations across all four UK nations.

As one of the top seven IT suppliers to the NHS, we’ve launched our Smart Spend Initiative to help the NHS release rapid savings, increase capacity to care, enabling Trusts to transform at speed.





## Six questions to challenge your readiness

- ✓ **Are your clinical workflows, and your change management approach, designed to amplify the benefits of ambient AI, or will they constrain them?**

Introducing new technology into outdated or rigid processes can limit its impact. Are you ready to rethink how clinical services work for clinicians and patients, and support them through that change?
- ✓ **Do you have a clear definition of what 'success' looks like for clinicians, patients, and the organisation?**

Is it time saved? Improved documentation quality? Reduced burnout? Without clarity, you may miss the delivery of benefits or struggle to measure them.
- ✓ **How will you ensure clinical trust in the technology, especially around accuracy, privacy, and control?**

Clinicians need to feel confident that AI is a partner, not a burden. What governance and transparency will you put in place to build that trust?
- ✓ **What legacy systems, habits, or assumptions might you need to let go of to realise the full value?**

Sometimes the biggest barrier to innovation is what you're unwilling to stop doing. What are you holding onto that no longer serves your goals?
- ✓ **How will you scale this capability beyond pilots, across services, specialties, and sites, without losing momentum or quality?**

Scaling beyond a proof of concept or a pilot is a challenge in the NHS, have you set out a plan to achieve success at scale across your Trust or your health system?
- ✓ **Are you ready for a market that's evolving fast, where today's tools may be tomorrow's legacy?**

The pace of innovation in this market is accelerating. How will you stay agile, avoid vendor lock-in, and ensure your choices remain future-proof and economic?



## Let's Think This Through—Together

At Trustmarque, we don't just implement technology, we help NHS organisations ask the right questions, design for impact, and scale with confidence. If you're ready to explore how Digital Dictation and Ambient AI can transform your clinical services, let's start the conversation.

## Let's transform your clinical services

Join the growing number of NHS Trusts transforming their IT with Trustmarque.

Get in touch today.

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