



Norfolk and Suffolk Health and Care Awards 2026

Analogue to Digital Award

CLEARnotes project

Allied Health Professionals Suffolk CIC

The CLEARnotes project has transformed clinical documentation across Allied Health Professional (AHP) services in Suffolk by replacing traditional manual note-taking with secure, AI-enabled ambient voice technology. Since going live on 23 December 2025, the system has supported over 10,000 consultations and is now used in more than 1,200 appointments each week, with clinicians trained across all Suffolk AHP locations. The multidisciplinary project team led a full end-to-end implementation, embedding the technology into everyday workflows, developing standardised templates, and supporting adoption through comprehensive training.

This initiative is a strong example of analogue-to-digital transformation, significantly reducing administrative burden while improving documentation quality and consistency. By automating note creation, CLEARnotes allows clinicians to focus on patient interaction rather than manual data entry, enhancing both efficiency and care experience. The team also prioritised continuous improvement through open feedback loops, refining outputs based on clinician insights and testing practical solutions, such as optimising microphone use in shared clinical spaces.

The impact has been substantial. Clinicians report reduced cognitive load, improved focus, and greater engagement with patients during consultations. Patients benefit from a more attentive, less screen-focused experience. Early data indicates an average time saving of around five minutes per consultation, which is currently reinvested into longer, higher-quality face-to-face interactions. Evidence from wider NHS use suggests future productivity gains, including the potential to increase patient capacity without extending clinic hours.

Although still at an early stage, strong adoption, positive feedback, and measurable efficiency improvements demonstrate clear potential for sustained, system-wide benefits.