



WOODSEATS MEDICAL CENTRE

Dr Anthony Gore Dr Sophia Shah Dr Sally Badham

Dr Richard Dachtler Dr Christopher Joyce Dr Claire Rimmer

Important Information About the Use of AI in Your Consultation

Dear Patient,

As part of our ongoing commitment to improving patient care and reducing the administrative burden on our clinicians, we are introducing a new AI-powered tool called **Heidi Health** into our consultation rooms.

What is Heidi Health?

Heidi is a secure AI assistant that helps your clinician take clinical notes during your consultation. It works by listening to the conversation and creating a first draft of your medical notes, which the clinician reviews and edits before it is saved to your medical record.

This helps us:

- Save time for our clinicians
- Improve accuracy and consistency of medical records
- Allow your doctor to focus more on **you**, rather than typing on a computer

How is My Information Protected?

We take your privacy and the protection of your personal health data very seriously.

- Heidi is fully compliant with **UK GDPR** and **NHS data protection standards**
- No data is used for marketing or advertising
- Audio and transcriptions are **securely processed** and never stored longer than necessary
- Your medical record remains under the control of the GP practice at all times

We have completed a **Data Protection Impact Assessment** and have strict agreements in place with the Heidi Health provider.

Your Rights and Choices

- You will **always be informed** when Heidi is being used in your consultation
- If you would prefer **not** to have AI assistance during your visit, **you can opt out at any time** — just let a member of staff or your clinician know
- You retain all of your rights under the **UK General Data Protection Regulation (GDPR)**, including the right to access your records and object to processing



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Questions or Concerns?

If you would like more information or have questions about how your information is used, please speak to our reception team, or contact our Data Protection Officer:

Caroline Million

Email: caroline.million@nhs.net

You can also contact the **Information Commissioner's Office (ICO)** at www.ico.org.uk if you're not satisfied with our response.

We thank you for your continued trust and support as we adopt tools that help us provide better, safer, and more efficient care.

Yours sincerely,

Maria Hadley-Howell

Practice Manager

Woodseats Medical Centre

For and on Behalf of the Partners