Great Ormond Street AI scribe evaluation

IMPLEMENTED 2023–2025 · HEALTH AND LIFE SCIENCES · UK · BAND C · CLAIMED ONLY
VERSION 1.0 · PUBLISHED 16 NOVEMBER 2026 · UPDATED 16 NOVEMBER 2026 · FACTS CHECKED 16 NOVEMBER 2026

GOSH led an NHS England sponsored evaluation of the TORTUS AI scribe across nine London sites and over 17,000 patient encounters, then rolled it out in its own outpatient clinics. Clinicians spent more time with patients and A&E saw more patients per shift, by GOSH's account; England's patient watchdog has since warned about scribe errors across the NHS.

ABOUT THIS SYNOPSIS

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NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

AI used: Generative AI ambient voice scribe drafting clinic notes and letters (TORTUS).

Implemented: 2023–2025. Grade: band C, Process change, Claimed only.

Headline result, as reported: 23.5% more direct patient time and 13.4% more A&E patients seen per shift across nine London sites, by GOSH's account, September 2025

1 · The case

The facts, as reported by the 6 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH). Specialist children's hospital in London and an NHS foundation trust. Its innovation unit, GOSH DRIVE, led the evaluation across nine London NHS sites, including St George's University Hospital's emergency department and the London Ambulance Service. Canvas block: 4. Operations and process. Also 5. People and skills, 8. Governance and risk.

Business challenge

The challenge. Clinicians spend consultations typing instead of looking at patients, and note-taking adds to workload and burnout, by GOSH's account.

Who implemented it

TORTUS (Software vendor): Supplied the AI scribe and, by its account, co-ran the evaluation.
In-house (In-house): GOSH DRIVE: the trust's innovation unit, which led the evaluation.
York Health Economics Consortium (Consultancy): Economic modelling of national impact.
The study was sponsored by NHS England.

Technology (SEAM pillar E)

SEAM types: T2 Embedded AI in existing software. Deployment: Not reported. Vendors and products: TORTUS, TORTUS ambient voice technology.

Where it was built in: Listens to the consultation and drafts a note and letter from personalised templates; the clinician edits before saving to the patient record.

What changed

Before: clinicians typed notes during and after consultations. After: the AI drafts and the clinician edits. GOSH reports more direct patient time, shorter appointments and, in A&E at St George's, a halving of the time to complete the first note and 13.4% more patients seen per shift. [1] [2] [3] [4] [5] [6]

What it cost

Not reported

What it saved

By GOSH's account: 23.5% more direct patient time, 8.2% shorter appointments, 13.4% more A&E patients per shift. Modelled by York Health Economics Consortium: £270.93 of added capacity per clinician per day if one more patient is seen per shift; scaled to 11,055 A&E clinicians in England, £176 million of documentation time and £658 million of capacity a year. [1] [2] [3] [4] [5] [6]

Governance and control

Clinicians check and edit every note; 92% of patients consented to use. GOSH says no patient data are held by TORTUS or used to train the AI. The findings informed NHS England's guidance on AI scribing. Across England, Healthwatch England warned in 2026 that scribes were getting drug names and diagnoses wrong and that patients are often the ones who notice, and the MHRA has not classified AI scribes as medical devices, per The Next Web; TORTUS says its product is certified as a UKCA Class IIa medical device.

S2 · Accountable owner · Claimed
GOSH's innovation unit, GOSH DRIVE, led the study; the trust's chief clinical information officer speaks for it. [1]

A1 · Safe use · Claimed
Patients were asked for consent, and 92% agreed; GOSH says no patient data are held by TORTUS or used to train the AI. [1] [4]

A2 · Human in the loop · Claimed
The AI makes no clinical decisions and every note and letter is checked and edited by the clinician before saving. [1]

A3 · Monitoring and assurance · Claimed
A structured multi-site evaluation measured time, throughput and satisfaction; error rates are not reported. [1] [2]

A4 · Vendor AI · Claimed
GOSH says TORTUS complies with UK GDPR and does not hold patient data or use it for training. [1]

A5 · Agent controls · Not reported
No agents described.

A6 · Standards and regulation · Claimed
The findings informed NHS England's guidance on AI scribing; TORTUS says it is certified as a UKCA Class IIa medical device; the MHRA has not classified AI scribes generally as devices, per The Next Web. [1] [5] [6]

What worked, what did not, what is unproven

WORKED

– More direct time with patients and shorter appointments, by GOSH's account.

– Higher A&E throughput: 13.4% more patients per shift.

– Acceptance, by GOSH's account: 92% of patients consented, and clinicians described the tool as transformative, per GOSH.

DID NOT

– Not reported for GOSH. Across the NHS in England, Healthwatch England collected cases in which AI scribes swapped a drug for one with a similar name and recorded instructions the doctor had not given, per The Next Web.

UNPROVEN

– Independent confirmation: the evaluation was led by the adopting trust and, by the vendor's account, co-run by TORTUS.

– Error rates in AI-drafted notes and how many errors clinicians catch.

– Whether the modelled national savings would be realised.

Timeline

Apr 2025 NHS England issues guidance on AI-enabled ambient scribing products [3]

Sept 2025 GOSH publishes results of the nine-site London evaluation [1]

Oct 2025 GOSH goes live with TORTUS across outpatient services [3]

Aug 2026 Healthwatch England warns of AI scribe errors in NHS records, as reported by The Next Web [5]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: Not applicable. Grade: C, Process change. Proof: Claimed only. Level of change: Process change.

Process change (Level 2, band C). Clinical documentation was redesigned around an AI draft with clinician review, with measured throughput gains in A&E.

Graded C: documentation was redesigned around an AI draft with clinician review, and A&E throughput rose, by GOSH's account; GOSH then went live across its outpatient services. The evaluation was led by the adopting trust with the vendor.

The SEAM view and lessons learnt

The evaluation measured time and throughput; the open question is quality at the point where a busy clinician signs off a fluent draft. For larger organisations, add error sampling and a way for patients to see and correct notes, alongside productivity measures.

1. Measure note accuracy as well as time saved.
2. Give patients a simple way to check and correct AI-drafted records.
3. Seek evaluation from a party with no stake in the product.

Evidence

Score 2 of 4. Self-reported: a structured multi-site evaluation led by the adopting trust and sponsored by NHS England, co-run with the vendor; economic modelling by York Health Economics Consortium; not peer-reviewed in sources opened.

Evaluation method. Before and after comparison across nine sites and over 17,000 encounters, with clinician and patient surveys and economic modelling.

Sources disagree. GOSH presents the study as GOSH-led; TORTUS says it co-ran the evaluation and that it was independently evaluated. GOSH's release says outpatient rollout would begin in autumn 2025; HTN reported go-live in October 2025.

Status. Ongoing: live across GOSH outpatient services since October 2025; the London Ambulance Service extended its trial so that most patients it treats over the phone can benefit.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/great-ormond-street-ai-scribe-evaluation

[1] Great Ormond Street Hospital: GOSH-led trial of AI-scribe technology shows 'transformative' benefits for patients and clinicians across London (September 2025)
https://gosh.nhs.uk/news/researchgosh-led-trial-of-ai-scribe-technology-shows-transformative-benefits-for-patients-and-clinicians-across-london

[2] HTN Health Tech News: GOSH shares study into AI scribe pilot across nine London NHS sites (September 2025)
https://htn.co.uk/2025/09/04/gosh-publish-study-into-ai-scribe-pilot-across-nine-london-nhs-sites/

[3] HTN Health Tech News: GOSH goes live with AI scribe in outpatient services (October 2025)
https://htn.co.uk/2025/10/13/gosh-goes-live-with-ai-scribe-in-outpatient-services/

[4] London Ambulance Service: First AI trial sees paramedics at London Ambulance Service treat more patients (September 2025)
https://www.londonambulance.nhs.uk/2025/09/04/first-ai-trial-sees-paramedics-at-london-ambulance-service-treat-more-patients/

[5] The Next Web: AI scribes are getting drug names and diagnoses wrong in NHS records (August 2026)
https://thenextweb.com/news/nhs-ai-scribes-errors-healthwatch-mhra

[6] TORTUS: company website (vendor)
https://tortus.ai/

Great Ormond Street Hospital for Children NHS Foundation Trust (GOSH) website: https://www.gosh.nhs.uk

Version 1.0 · Published 16 November 2026 · Updated 16 November 2026 · Facts checked against sources 16 November 2026 · Downloaded 26 November 2026. This PDF may be out of date: the latest version, and a way to report an error or a better source, is at https://marluc.co.uk/case-studies/great-ormond-street-ai-scribe-evaluation

VERSION HISTORY

v1.0 16 November 2026 First published