

# Taking part in the Crosslands Surgery TORTUS trial

## Introduction

In your upcoming appointment, your GP may be using a new computer-based tool to help them write the appointment note and letter (if relevant) about your visit. The tool is called TORTUS. It listens to the conversations during the appointment and generates a note summary and clinic letter (if relevant) at the end. This could allow your GP to spend less time taking notes or typing on the computer and more time focusing on you.

Crosslands Surgery is working in partnership with Great Ormond Street Hospital (GOSH) to trial TORTUS.

## Why is TORTUS being used in my appointment?

Crosslands Surgery is trialing TORTUS in some GP consultations. We want to see whether TORTUS has any effect on:

- the length of the appointment
- the quality of the interaction between your GP and you
- the experiences of you and your GP

## How does TORTUS listen to what I am saying?

TORTUS uses 'ambient' technology. This means it can turn words spoken by you and your GP into written words (text).

## How does TORTUS turn my words into the GP note and letter?

TORTUS uses artificial intelligence (AI), which has been tested by clinical staff in hospitals. TORTUS has been programmed to listen to all the words spoken during your appointment. At the end of the appointment, TORTUS summarises the important clinical content in a note and letter (if relevant). Your GP will then check both for accuracy and completeness before making any changes and approving them.

## Is TORTUS safe to use in my appointment?

We know that some people have concerns about the use of AI technology. Before this trial could take place, GOSH and Crosslands Surgery completed detailed and thorough safety checks to ensure that the technology is secure.

## Does TORTUS keep my words?

No - TORTUS will not keep your words. All data are kept in secure environments and are deleted after the note and letter (if relevant) are generated at the end of the consultation. TORTUS makes a summary note and letter (if relevant) from the words spoken during the appointment. These will be copied into your record by your GP. Only your GP-approved note and letter (if relevant) will

exist in your electronic patient record after your appointment.

### **Will my appointment be different because TORTUS is being used?**

Your appointment format will not change. The only differences are that you will be asked if you are happy to consent to TORTUS being used before seeing your GP.

With your consent, there will be a member of GOSH staff in the room, observing the appointment. They will be there to record how long the appointment takes and how long your GP spends talking to you.

### **What if I change my mind?**

The observer will immediately leave the appointment if you, or your GP, ask them to.

### **Do I need to do anything extra for my GP appointment?**

No, you do not need to do anything extra before your appointment.

### **Will I be asked to do anything after my GP appointment?**

We will invite you to complete a short survey about your experience of your appointment. The survey should take no more than five minutes.

### **Will TORTUS be used in my future appointments?**

Once the TORTUS trial has finished, we will review all the findings. If the findings suggest that patients and Crosslands GPs have a better experience with TORTUS compared to GP consultations without TORTUS, we will explore whether we should introduce TORTUS across Crosslands Surgery in the future.



### **What if I have more questions?**

If you have questions about the use of TORTUS in your appointment, please ask the GOSH project team who will be in the Crosslands surgery. You can also ask questions by emailing: [osler@gosh.nhs.uk](mailto:osler@gosh.nhs.uk)

### **Participation**

Your participation is voluntary. You are free to decline to participate at any time, without giving any reason, without your medical care or legal rights being affected.