ELFT Generative Artificial Intelligence (Gen AI) User Guide _ V6 _ Nov 2025

Generative AI (GenAI) is the term for Artificial Intelligence technologies which can generate new content such as images, text or audio. GenAI can be the basis of stand-alone apps such as Microsoft Copilot or Google Gemini, or it may be incorporated into apps with functions such as video calling, content creation, or internet browsers.

This guide will help you to use Generative AI safely and appropriately at ELFT, by confirming which AI apps have been approved for use so far, and which have not. We'll update this guidance over time as new GenAI tools are approved for use at ELFT.

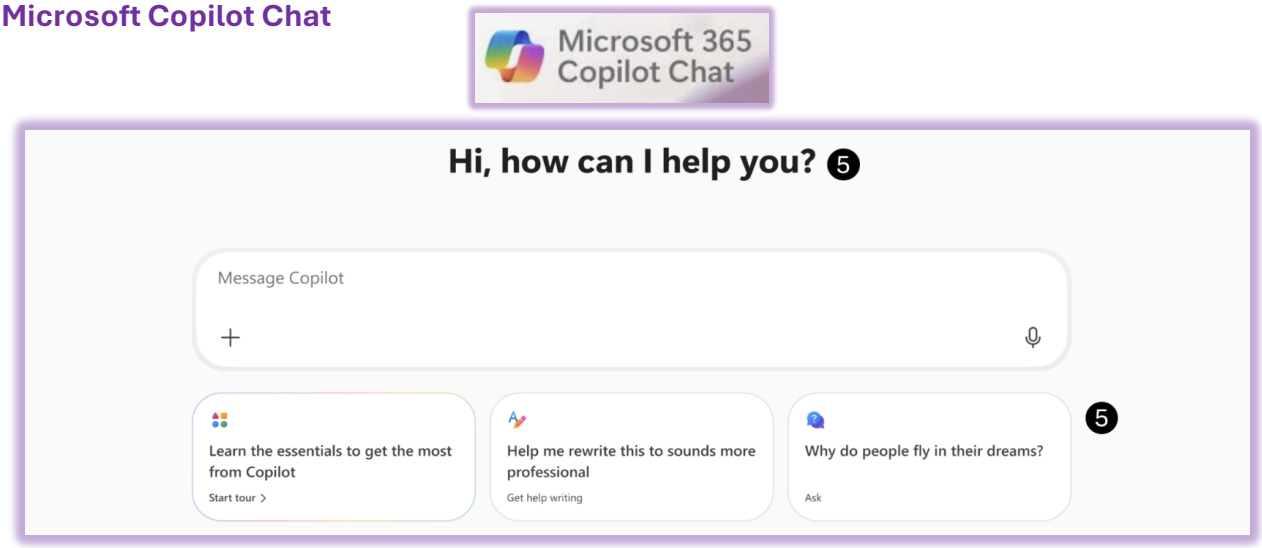
Contents of this guide:

Gen AI apps currently approved for use at ELFT

The only two apps currently approved for use at ELFT are:

1. **Microsoft Copilot Chat**- a text-based AI chatbot
2. **Microsoft Teams Premium** – which includes an AI tool for summarising meetings

Microsoft Copilot Chat



This is not the version of Copilot which integrates with your Microsoft Copilot apps such as Outlook or Excel. You can use text 'prompts' to ask Microsoft Copilot Chat to summarise information from the internet and/or uploaded documents to create new content including pictures.

Examples of appropriate use Microsoft Copilot Chat at ELFT:

- Summarise online research sources as an overview of the evidence base
- Horizon Scanning, literature scans on specific topics

- Writing Assistance e.g. eliminating word repetition
- Data Analysis and Visualisation: interpreting complex data representations, such as Pareto charts
- Summarising non-clinical notes, meeting transcripts, or other content
- Create the initial outline structure for a presentation, report or governance document
- Suggest ideas for a workshop session

The main note of caution is:

Microsoft Copilot Chat must NOT be used for clinical care.

NHS England has confirmed that Microsoft Copilot chat does not have regulatory approval as a 'medical device' and is not trained for a medical purpose and therefore must not be used in a way that affects clinical decision-making or patient care. This includes that it must not be used for summarising clinical information such as consultation notes.

It's also important to remember that AI makes mistakes, and can make up incorrect information which is referred to as 'hallucinations'. You should always check the output of Gen AI apps to make sure it is accurate.

Microsoft Teams Premium

This paid upgrade to MS Team will be used to access additional functionality for staff members who will get the most value for money from its AI-generated meeting summaries to automatically capture key discussion points, decisions, and action items. The 'Intelligent Recap' displays speaker timelines and auto-generated chapters to make it easier to navigate the meeting recordings. Live AI translated captions can also improve accessibility for a limited number of languages.

In addition to AI, Teams Premium enhances security, meeting control, and customisation. It supports branded virtual appointments, protects sensitive content with watermarking and encryption, and integrates with NHS systems for smoother patient engagement.

How to request or query approval of any other GenAI app at ELFT

We are enthusiastic about the potential benefits to be gained from AI and we believe that ELFT has an obligation to pursue these benefits for our patients and staff. But we also need to guard against the harms that could come from inappropriate or unsupported use of GenAI, and avoid the potential waste

of limited resources if AI solutions were implemented ineffectively. To prepare ELFT for adopting new AI technologies where appropriate we are engaging with NHS England and commercial system suppliers, as well as developing ELFT Digital skills & knowledge in AI.

If you want to use a new AI tool at ELFT then please contact ELFT's Digital Project Management Office (Digital PMO) by emailing elft.digitalpio@nhs.net before using the tool, because any new digital system must go through a mandatory approval process.

These are the steps required for any new app to be approved for use at ELFT

Step 1: Confirming the priority care delivery need and that AI is an appropriate solution

We start by focusing on the priority need for improving care delivery and then confirm whether AI is the most appropriate way currently available to address that need. This requires engagement with services to understand the challenge, appraise the multiple possible approaches to the challenge, and confirm that AI could support transformation of day-to-day working processes and the overall pathway of care.

If you think there is a priority need which could be addressed using AI, contact elft.digitalpmo@nhs.net to investigate taking this further.

Step 2: Robust multidisciplinary evaluation of the AI app, coordinated by ELFT's Digital team

As for any new digital system to be implemented at ELFT, AI tools will have to undergo rigorous evaluation and testing to ensure it will improve care and not cause harm to patients or staff. Evaluation will require the coordinated support of multiple specialist teams at ELFT including Cybersecurity, Information Governance, Procurement and Clinical Safety via elft.digitalpmo@nhs.net. Evaluation must also consider whether the support and resources are available for the effective adoption of the app into day-to-day use. This will require production of a strong business case which justifies the investment not only in purchasing the system, but also in supporting its implementation and maintenance in the longer-term. Small-scale implementations of AI tools within local ELFT services are not justified because of the costs and resources required.

Step 3: Approval for system go-live at ELFT Digital Solutions Board

The Executive-level approval required at ELFT before go-live of a new clinical application is via taking the proposal to ELFT's Digital Solutions Board, co-chaired by the Chief Operating Officer. This will include the business case and safety evaluation prepared during Step 2.

Step 4: Co-development of the go-live and adoption plan

Only once the Digital Solutions Board has approved the new app can we work together to develop the implementation plan to deliver go-live with the app, aiming to test and learn and scale up use of the app once we're confident that it is safe, effective and providing benefit for service users and staff.

Here are some suggested questions that it would be helpful to answer if contacting elft.digitalpmo@nhs.net to propose a new AI tool, to help us understand what is being requested and why:

- The problem we want to solve by using GenAI: _____
- The information to be added and/or created using GenAI: _____
- The AI tool to be used (if known): _____
- The benefits that would be delivered for patients and/or staff: _____
- The service lead who would sponsor this AI project: _____

Key considerations for NHS organisations when adopting Gen AI technologies

The following are practical, legal and ethical considerations for the use of GenAI within the NHS:

AI Data Privacy and Confidentiality: Information entered into public GenAI tools may be used to train that AI model and then appear in the content created by other users worldwide, breaking confidentiality. GenAI tools within the NHS will need to be secure and use of the data must be tightly controlled. We will need clear processes for gaining patients' informed consent before their information could be used, even for secure AI models.

AI Cybersecurity: Malicious Cyber Threat actors can exploit Generative AI to create deceptive content for phishing attacks or other malicious purposes. Cybersecurity events may be hidden and only identified after the event.

Incorrect or Copyright AI outputs: AI-generated content may be wrong or inaccurate. Outputs created by GenAI tools may provide fictitious answers that are sometimes referred to as 'hallucinations' or may contain copyrighted information or others' intellectual property. Staff should therefore review all the content generated by AI and be alert for information which needs to be removed.

Biased AI outputs: GenAI tools incorporate the biases of the data that is used to train them. This can cause them to systematically and repeatedly discriminate against minority groups who are not accurately represented within the training data. Biased AI models can be disproportionality harmful to vulnerable groups and if used across a whole organisation could negatively affect vast numbers of service users and staff.

AI Transparency and Responsibility for decisions: GenAI models are complex and it can be challenging or impossible to understand how they arrive at the outputs they produce. This lack of transparency may cause issues with identifying who is responsible for the output of a GenAI model and any clinical use of AI will require a human to check its output and take responsibility for using this output appropriately.

AI implementation in healthcare organisations requires specialist skills and resources: appropriate technical resources and trained professionals who can oversee the AI system, tracking its development, assuring the quality and safety of its outputs, and also ensuring the system is only used for what it has been designed to do.

Human interaction with AI: AI-generated content is not thoughtful or compassionate. If we are providing AI generated content to others, we must be mindful of the recipient and ensure the content is

appropriate for them. If communicating with service users, then any AI-generated content used should be clearly identified as such because failure to disclose this may create mistrust when a human interaction would reasonably have been expected. We must also review the content to ensure it is not superficial, critical, dismissive or otherwise negative in its effect on others.

Potential moral objections to use of AI: many will feel excited and hopeful about the use of Gen AI, but some will feel concerned about aspects of AI such as (a) the massive climate impact of operating them, (b) the potential to unintentionally stigmatise and discriminate, (c) the potential to influence cultural and political change or (d) the potential to intentionally deceive with deepfakes.

The UK Government hasn't yet produced legislation to regulate the use of AI and relies on existing laws and regulations including the UK GDPR and Data Protection Act 2018, Equality Act 2010, and the Computer Misuse Act 1990. In the absence of dedicated AI regulation, the NHS will continue to develop best practice guidance for the ever-changing state of Generative AI.