



East London

NHS Foundation Trust

Information Governance

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Our reference: FOI DA6406

I am responding to your request for information received 20th December 2025. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely

FOI Team

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

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Request: Request seeking to understand how public bodies are exploring or applying Artificial Intelligence (AI) to support service delivery. These questions are intended to gather insights into current practice, governance, and future planning. They should not be interpreted as critical; we are simply researching how public services are approaching emerging technologies. Please provide answers to the following:

Question 1: AI Use in Operations:

Does your organisation currently use any form of Artificial Intelligence (AI) or automated systems in its operations?

- If yes, please list the tools or systems in use and provide a brief description of their purpose (e.g., administrative support, triage, analytics, chatbot services, etc.).
- If not, please state whether your organisation has explored or piloted any AI-based technologies in the past 3 years.

Answer: Yes - MS Teams premium for AI summaries of meetings.

Question 2: AI for Decision-Making:

Does your organisation use AI or algorithmic systems to support or inform decision-making in any area (e.g., resource allocation, risk assessments, case prioritisation)?

- If yes, please describe the type of decision-making supported and the nature of the AI's role (e.g., advisory, automated assessment, automated decision).

Please also confirm whether human oversight is applied.

Answer: No

Question 3: AI Chatbots and Customer Interaction:

Does your organisation currently use chatbots or virtual assistants—AI-driven or rules-based—to support public enquiries or internal staff functions?

- If yes, please specify their purpose, whether they are AI-based, and when they were implemented.

Answer: No

Question 4: Policies and Governance:

Does your organisation have any formal policy, strategy, or guidance relating to the use of Artificial Intelligence or automated decision-making?

- If yes, please supply a copy or provide a link.
- If not, please indicate whether such a policy is in development.

Answer: Please see Appendix 1 for AI Strategy

Question 5: Data Protection and Ethics:

If AI systems are used, what measures or frameworks does your organisation have in place to ensure:

- Compliance with data protection and privacy obligations



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- **Transparency for service users**
- **Ethical or responsible use**
- **(For example, DPIAs, algorithmic impact assessments, ethical guidelines—if applicable.)**

Answer: The Trust follows Information Governance (IG) processes for DPIAs, uses DTAC for cyber security assessment, and applies the clinical safety policy where required.

Question 6: Trials, Pilots, or Future Plans:
Has your organisation run any pilots, trials, or exploratory projects involving AI in the last 3 years, or does it plan to do so in the next 12–24 months?

- **If yes, please provide brief details of the purpose, timeline, and status of these initiatives.**

Answer: Pilot of Teams premium conducted. Trial of Ambient Voice Technology planned in 2026.

Question 7: Staff Training and Awareness:
Does your organisation provide any training, guidance, or internal communications to staff relating to AI, its use, or its implications?

- **If yes, please describe the type of training or include documents if available.**

Answer: Guidance supplied on appropriate use of AI available on the intranet and previously sent to all staff. Please see Appendix 2



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