

**Reference Number:** FOI/037/25

**Date Published:** 02 October 2025

**Information requested:**

I would be grateful if you could provide the following detail:

- 1) AI Systems in use
  - A list of tools, platforms or systems currently deployed or being piloted/trialled.
  - The purpose and function of each of the above.
  - The departments or services where these are operational.
- 2) Procurement and development
  - Details of any contracts, tenders or partnerships with external providers for AI solutions.
  - Total expenditure on AI related technologies over the past three financial years, broken down by year.
- 3) Governance and Ethical Oversight
  - Copies of, or information relating to, any internal policies, frameworks or guidance documents relating to the use of AI.
  - Any ethical review processes or risk assessments conducted prior to deployment.
  - Details of any group responsible for the oversight of AI use within your organisation.
- 4) Impact on Workforce
  - Any assessments, reports or internal communications regarding the impact of AI on staffing levels, job roles or workforce planning (including recruitment, redundancy).
  - Information on any roles that have been automated, restructured or made redundant due to AI implementation.
  - Details of any training, redeployment or upskilling initiatives offered to staff in response to the adoption of AI.
  - Any consultations with trade unions or staff representatives regarding AI-related changes.
- 5) Performance and Evaluation
  - Evaluations, audits or performance reviews of AI systems, as referenced in section 1.
  - Evidence of how AI systems have affected service delivery, decision-making or operational efficiency.
- 6) Data protection and privacy
  - Types of data used to train or operate AI systems, including whether this data is synthetic or not.
  - Measures in place to ensure compliance with data protection legislation, including the DPA 2018 and UK GDPR.
  - Procedures for handling bias, transparency and accountability in AI decision-making.

**Response:**

1. Copilot Chat - In Service

Copilot Chat is currently deployed across the organisation as a digital assistant. It supports productivity by assisting users with tasks such as drafting, editing, and summarising documentation.

Further details are provided in the enclosed documentation.

The State Hospital does not collect usage data for this application. Accordingly, we give notice that we do not hold the information requested. (FOISA Section 17)

#### Microsoft 365 Copilot– Currently in a pilot phase

Microsoft 365 Copilot is currently being piloted with a limited group of staff. It offers functionality including:

Automating routine tasks (e.g. summarising emails, generating reports)

Enhancing written communication (e.g. drafting documents)

Analysing and visualising data (e.g. creating charts, identifying trends)

Supporting meetings and collaboration (e.g. summarising discussions, tracking actions)

Further details are provided in the enclosed documentation.

The State Hospital does not collect usage data for this application. Accordingly, we give notice that we do not hold the information requested. (FOISA Section 17)

#### Dragon Medical One – In service

Dragon Medical One is actively used across the organisation as a clinical documentation tool. It enables staff to dictate patient notes directly into electronic health records and other documents using natural speech.

#### Smartbox.ai – Entering Service

Smartbox.ai is being introduced within the Records Services Department to support the redaction of health records in for subject access requests.

#### Contracts

The contracts for the above applications are commercially sensitive. Disclosure would substantially prejudice the commercial interests of the State Hospital and our partner organisations. Therefore, this information is exempt from disclosure. (FOISA Section 33)

#### Costs

The total expenditure on AI applications over the past three years is £40,200.32. A breakdown by year is not provided, as doing so would reveal specific costs associated with individual applications, which are exempt under the same commercial interest provision. (FOISA Section 33)

2. The State Hospital is in the early stages of adopting AI and is currently developing policy and guidance for its general use.

For Microsoft 365 Copilot, two assessment documents are enclosed.

For Dragon Medical One, we have enclosed the Data Processor Agreement, G-Cloud service definition, and a white paper. A data security and disaster recovery document is also available online ([Link](#)) and is therefore exempt from disclosure. (FOISA Section 25) A small amount of cost-related information has been withheld under commercial interests. (FOISA Section 33)

For Smartbox.ai, the Data Protection Impact Assessment is enclosed. Names of individuals have been redacted as they constitute personal data. (FOISA Section 38)

Additional documentation such as training materials is held nationally or available directly from supplier websites. These are not held by the State Hospital and are therefore outwith the scope of this request. (FOISA Section 1)

3. The organisation does not hold information indicating that any roles have been automated, restructured, or made redundant due to AI implementation. (FOISA Section 17)

Training for Microsoft 365 Copilot has been delivered via Teams meetings. While some sessions were recorded, these are not held within the State Hospital's records. (FOISA Section 17)

We have found no information suggesting AI-related organisational changes or consultation with staff representatives. (FOISA Section 17)

4. The organisation does not hold information relating to the AI-related changes. The absence of such information suggests that no roles have been automated or restructured as a result of AI implementation, and no redundancies have occurred for this reason. (FOISA Section 17)

Training for Microsoft 365 Copilot and Smartbox.ai has been delivered via Teams meetings with trainers. While some sessions were recorded, these are not held within the State Hospital's records. (FOISA Section 17)

We were unable to locate any information to suggest that there have been AI-related changes, and we have not consulted with staff representatives on this matter. (FOISA Section 17)

5. As previously stated, the organisation is in the early stages of introducing AI and has not yet undertaken formal evaluations of its use. (FOISA Section 17)
6. The AI tools used by the State Hospital are pretrained by their suppliers. We do not hold information about the data used to train these models. (FOISA Section 17) Additionally, these tools do not use State Hospital data for training purposes.

The organisation manages personal data in accordance with UK privacy legislation and has policies in place to ensure compliance. Our Data Protection Policy is available on our website: [Data Protection Policy](#).

The enclosed documentation and trainer guidance confirm that AI tools are not used for automated decision-making. Please refer to the section titled "Can Microsoft 365 Copilot be used for automated decision making?" in the Copilot documentation.

As AI is not used for decision-making purposes, we do not hold information relating to bias mitigation, transparency, or accountability in AI decision-making. (FOISA Section 17)