

FOI REF: 25/677

26th September 2025

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- 1) How many complaints has your service received about inappropriate advice from chatbots? Please list the year, a brief summary of the advice (e.g. advising on suicide), and their relevant person's circumstances (e.g. 17 year old male using chatbot OR an adult female etc...).**

None.

- 2) How many patients have attempted to take their lives following such inappropriate chatbot advice? Please list a brief summary of such an outcome. (e.g. chatbot advised on places to take their own life and suicide attempt made).**

We do not hold this information as we do not record inappropriate chatbot advice on our Trust systems.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

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Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net