FOI REF: 25/921

10th February 2026

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.   **AI Use in Operations**

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

      Yes.

      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.).

      CoPilot, is used within East Sussex Healthcare NHS Trust (ESHT) for administrative support only.

      If not, please state whether your organisation has explored or piloted any AI-based technologies in the past 3 years.

      Not applicable.

2.   **AI for Decision-Making**

   a.   **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)?**

      Yes.

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).

There is a system embedded within the Sussex Stroke Network, of which ESHT is a part. It is a solution that has AI algorithms to support doctors by providing real-time interpretation of brain scans to help guide treatment and transfer decisions for stroke patients, allowing patients to get the right treatment, in the right place, at the right time. It supports us working collaboratively with our partners across the Stroke Network.

An AI Radiology Software solution that can identify 124 abnormalities on a standard CXR has been embedded in clinical practice at ESHT after having been piloted in the Surrey and Sussex Imaging Network. The solution then expedites review of those CXR's with abnormalities for early Radiology Consultant review. This has led to earlier identification of lung cancer cases in the evidence base for this solution.

b.   **Please also confirm whether human oversight is applied.**

Not applicable.

3.   **AI Chatbots and Customer Interaction**

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

No.

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

Not applicable.

4.   **Policies and Governance**

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

ESHT follows NHS England's CoPilot acceptable use policy.

If yes, please supply a copy or provide a link.

Please contact NHS England for a copy of the policy, via the following email address, and write "Freedom of Information" in the subject line:

england.contactus@nhs.net

If not, please indicate whether such a policy is in development.

Not applicable.

5.   **Data Protection and Ethics**

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

a.   **Compliance with data protection and privacy obligations**

b.   **Transparency for service users**

c.   **Ethical or responsible use**

Please refer this part of your request to NHS England, via the contact details above, for a copy of NHS England's 'Data Protection Impact Assessment'.

6.   **Trials, Pilots, or Future Plans**

a.   **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?**

Yes.

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

We are piloting an AI solution that works collaboratively with the Tracker Team in Emergency Department (ED). This Coworker system highlights when pathology results and radiology results are back, reducing the administrative burden for medical staff and expediting patient care. Discharge digital reports are generated, breaches avoided and Sitrep reports automatically generated, again reducing the administrative burden for medical and operational staff. The purpose of the pilot is to collect information about the utility of the tool and understand its impact on the 4-hour standard, and the productivity and efficiency of the administrative team.

AVT pilot:

Ambient Voice Technology (AVT) pilot in Emergency Department due to start in early February. AVT solution to enable faster and more rigorous documentation of the patient consultation in the ED directly into the EPR System. The aim of the pilot is to understand if AVT can be used successfully in a busy ED, whether it has an impact on the administrative burden regarding digital documentation, does it improve staff productivity and efficiency, with a resultant improvement in the adherence to the 4-hour standard. A second pilot of AVT in Community Paediatrics will also commence in late February/early March, with similar aims to reduce the administrative burden of letter generation and documentation for this complex group of patients.

7. Staff Training and Awareness

    a.   Does your organisation provide any training, guidance, or internal communications to staff relating to AI, its use, or its implications?

    No.

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

    Not applicable.

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.

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