

Ref: FOIA Reference 2024/25-059

Date: 23rd May 2024

Email foi@uhnm.nhs.uk

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 22nd April 2024 requesting information under the Freedom of Information Act (2000) regarding AI in Service Management.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore, the response below is for the two sites combined from that date where appropriate.

- **Please can I seek responses to the following queries as part of research into the adoption of AI functionality in service provision.**
If it helps, your IT dept would likely be best placed to provide answers to the below.
- Are you currently using AI functionality within your IT Service Management function? Yes/No
 - If yes
 - What functionality are you utilising? (e.g. co-pilot, incident/ticket summarisation, chatbot, ticket routing, knowledge creation etc)
 - What measurable benefits have you achieved since implementation of AI functionality?
 - e.g. reduced MTTR, increased ticket handling (from X to Y), First Call Resolution (FCR) etc
 - What statistics can you share? E.g. FCR went from 60% to 80% and/or MTTR reduced by 10%.
 - If no
 - Do you have plans to introduce AI capability within your Service Management function within the next 12months?
 - If no, what is your key rationale for this decision?
 - If yes, what are the key benefits you are looking to drive (see above examples).

- No, we currently do not have this functionality in our Service Management System. Currently do not have plans to introduce this in the next 12 months. Our current logging systems does not have this functionality embedded in the solution.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records