

Our Ref: NG/RM/24151
Date: 9th May 2024

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ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 22nd April 2024. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

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).

The Trust has access to proprietary service management tooling from our outsourced IT Service provider. To our knowledge it does not have any AI functionality and we are not aware of plans to add it to the current version.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted

within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
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