

**Freedom of Information Request**

**Ref: 24-363**

23 April 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting
- **Are you currently using AI functionality within your IT Service Management function?**  
**Yes/No**  
No
- **If yes**
  - o **What functionality are you utilising? (e.g. co-pilot, incident/ticket summarisation, chatbot, ticket routing, knowledge creation etc)**  
Not applicable
  - o **What measurable benefits have you achieved since implementation of AI functionality?**  
Not applicable
  - **e.g. reduced MTTR, increased ticket handling (from X to Y), First Call Resolution (FCR) etc**  
Not applicable
  - **What statistics can you share? E.g FCR went from 60% to 80% and/or MTTR reduced by 10%**  
Not applicable
- **If no**
  - **Do you have plans to introduce AI capability within your Service Management function within the next 12months?**  
Possibly
  - **If no, what is your key rationale for this decision?**  
This is not recorded
  - **If yes, what are the key benefits you are looking to drive (see above examples).**

To automate responses to 'straight-forward' requests.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

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

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**