

Email: foi.tsdft@nhs.net
Our Ref: TSD10804

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

Could you please clarify your instance on AI dictation using apps such as Heidi ,ChatGPT Accurex, tortus) are these allowed to be used by doctors and does this involve patient identifiable information or not?

The Trust's approved solution for AI-powered clinical dictation is Solventum Fluency Direct, which incorporates artificial intelligence technologies, including speech recognition, Natural Language Understanding (NLU), and Computer-Assisted Physician Documentation (CAPD).

This system integrates directly with the Trust's Electronic Patient Record (EPR) and processes patient-identifiable information.

Doctors are permitted to use this approved system as part of their clinical practice.

The use of public AI platforms, such as ChatGPT and similar tools, is not permitted. However, the Trust has established governance and policy frameworks to assess, approve, and oversee the use of AI technologies where appropriate.

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If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team