Torbay and South Devon
NHS Foundation Trust

Email: foi.tsdft@nhs.net
Our Ref: TSD10971

2 November 2026

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:

1) The number of written complaints made by (or on behalf of) patients about the use of artificial intelligence (AI) by the NHS in England received in:

a) 2023/24
b) 2024/25
c) 2025/26

2) The number of written complaints made by (or on behalf of) patients about the use of AI by the NHS in England that were:

a) **resolved in 2023/24, together with a breakdown showing how many were upheld, partially upheld and not upheld**

b) **resolved in 2024/25, together with a breakdown showing how many were upheld, partially upheld and not upheld**

c) **resolved in 2025/26, together with a breakdown showing how many were upheld, partially upheld and not upheld**

3) The number of clinical negligence claims concerning AI that were lodged with the NHS in England in:

a) 2023/24
b) 2024/25
c) 2025/26

Torbay and South Devon NHS Foundation Trust is a separate public authority from NHS England and does not hold the requested England-wide data on complaints and clinical negligence claims relating to artificial intelligence.

You may wish to submit your request to NHS England by email at england.contactus@nhs.net or by post to Freedom of Information, NHS England, PO Box 16738, Redditch, B97 9PT.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

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 Information Governance Team at Information Governance and Data Protection, Belmont Court, Torbay and South Devon NHS Foundation Trust, Torquay, TQ2 7AA or by email to tsdft.igteam@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