

King's Mill Hospital  
Mansfield Road  
Sutton in Ashfield  
Nottinghamshire  
NG17 4JL

Tel: 01623 622515  
Join today: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

Direct Line: 01623 672232  
Our Ref: 53945  
E-mail: [sfh-tr.foi.requests@nhs.net](mailto:sfh-tr.foi.requests@nhs.net)

**RE: Freedom of Information Request**

**5<sup>th</sup> June 2024**

Dear Sir/Madam

With reference to your request for information received on 22<sup>nd</sup> April 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below. Please accept our apologies for the delay.

In your request you asked:

- **Are you currently using AI functionality within your IT Service Management function?**  
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%**  
Not applicable.
- **If no**
- **Do you have plans to introduce AI capability within your Service Management function within the next 12months?**  
No.
- **If no, what is your key rationale for this decision?**  
Under the terms of the Act, we do not need to provide an answer as this would mean creating new information and giving an opinion. This information is not held.

Home, Community, Hospital.

- **If yes, what are the key benefits you are looking to drive (see above examples).**  
Not applicable.

I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, 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: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email [sally.brookshanahan@nhs.net](mailto:sally.brookshanahan@nhs.net).

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email [casework@ico.org.uk](mailto:casework@ico.org.uk).

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email [sfh-tr.foi.requests@nhs.net](mailto:sfh-tr.foi.requests@nhs.net).

Yours faithfully

### Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.

**Home, Community, Hospital.**