

Automation, Ambient Voice Technology and Artificial Intelligence

South East Coast Ambulance Service (the Trust) is committed to providing high-quality care while ensuring the privacy and confidentiality of your personal information. As part of our ongoing efforts to enhance patient care, we are assessing and adopting a number of advanced technology solutions, including Automation Technology, Ambient Voice Technology and Artificial Intelligence tools to support the service we provide.

These Tools include:

- **TORTUS** – A medical AI ambient voice application designed to streamline clinical documentation by both transcribing patient conversations in real-time and allowing clinician dictation, to support drafting of medical notes, letters, and coding suggestions. As with any digital products involving patient information, this product is subject to strict governance arrangements including MHRA regulation. Clinicians are required to check and validate records created with the support of AI.
- **Copilot Consumer Version**– Microsoft's Enterprise 365 Copilot is a generative AI product. It automatically inherits the existing security, compliance, and privacy policies for Microsoft 365. Microsoft 365 Copilot processes data without storing it. User data is not used to 'retrain' the Copilot large language model. Results are returned from Copilot to the user and are provided for the user to choose to use or disregard. Copilot is not used to process patient data and may only be used to process staff data in approved situations where the correct governance is in place.

How we use or plan to use Automation, Ambient Voice Technology and Artificial Intelligence tools:

- **Enhanced Care:** Automation, Ambient Voice Technology and Artificial Intelligence Technology to assist our healthcare professionals in delivering efficient and effective care. This includes supporting clinical decision-making and improving the efficiency and content of medical records.
- **Data Processing:** The Automation, Ambient Voice Technology and Artificial Intelligence tools may process personal, special category, and confidential data. This processing is conducted in line with the reasonable expectations of our patients and complies with data protection laws.
- **Privacy and Security:** We ensure that all data processed by Automation, Ambient Voice Technology and Artificial Intelligence tools are handled securely and confidentially. Our systems are designed to protect your information and uphold your rights under data protection legislation.

- **Transparency:** We are committed to transparency about how your data is used. If you have any questions or concerns about the use of AI technology in your care, please do not hesitate to contact us (details below).
- In cases where Automation, Ambient Voice Technology and Artificial Intelligence tools are implemented within the Trust they will only be adopted following the approval of a Data Protection Impact Assessment and will also be subject to UK GDPR regulations regarding the rights of individuals relating to automated decision-making.

Automated Decision-Making

We may use your information to support automated decision-making alongside human involvement. These automated systems may have a significant potential impact. Examples include systems to communicate concerns around safeguarding and those involved in ensuring the earliest possible dispatch of ambulances for the highest priority emergencies.

Lawful Basis for how we use Automation, Ambient Voice Technology and Artificial Intelligence tools

The lawful basis to process your personal data does not change because we use Automation, Ambient Voice Technology and Artificial Intelligence tools. See below:

UK General Data Protection Regulation

Article 6 1 (e) Public Task: Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Article 9 2 (g) Public Interest: Processing is necessary for reasons of substantial public interest, on the basis of Domestic Law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

And

Article 9 2 (h): Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services.



Individuals Rights

Data Protection laws give individuals rights in respect of the personal information that we hold about you.

These are:

1. To be informed why, where, and how we use your information.
2. To ask for access to your information.
3. To ask for your information to be corrected if it is inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making)

Should you have any queries relating to the uses of your information, please contact our Data Protection Officer – Caroline Smart, Head of Information Governance

Information.governance@secamb.nhs.uk

South East Coast Ambulance Service NHS Foundation Trust
Ambulance Headquarters
Nexus House
Gatwick Road
Crawley
RH10 9BG

If you are still unhappy with the outcome of your enquiry you can write to:

The Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF

Website : <https://ico.org.uk/>