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20th July 2026
Internal Reference: 260646
Email:

Dear ,

Thank you for your request for information, which we received on **24/06/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

Your Request

A list all AI or AI-assisted tools currently deployed in clinical or operational settings in the trust. Please provide this in spreadsheet format, including:

- The name of the AI tool/software
- The name of the supplier
- A brief description of the purpose of the AI tools
- The date each tool was introduced
- The total cost of each AI tool (where applicable)
- Whether an evaluation has been taken for each tool, and whether the evaluation has been completed (list options as 'no evaluation'/'ongoing'/'completed').

Formal Response

The Trust has reviewed your request and has considered previous responses issued in relation to artificial intelligence, AI-assisted tools and digital governance. The Trust does not currently have a centrally held list of AI or AI-assisted tools deployed across clinical or operational settings in the exact spreadsheet format requested. However, the Trust can provide the following information below.

AI tool/software	Supplier	Purpose of the AI tool	Date introduced	Total cost	Evaluation status
Microsoft Copilot	Phoenix Software Ltd	AI assistant integrated across Microsoft 365 applications, including Word, Excel, Outlook and Teams. The tool is being evaluated for corporate productivity purposes, including drafting, summarising and data analysis.	2025/26	50 licences at an annual cost of £285 plus VAT per licence per year, procured via the Microsoft Enterprise Subscription Agreement.	Approved for use.
Tortus AI Clinical Documentation	Tortus AI Ltd	AI-powered ambient documentation/transcription support for clinicians in the Clinical Assessment Service. The tool is intended to support clinical documentation and reduce administrative burden for clinicians.	Pilot ongoing from 25/26	The Trust does not hold a final confirmed total cost in the information collated for this response.	Ongoing pilot/evaluation

The Trust does not currently have a standalone artificial intelligence strategy, policy or framework. AI-related activity is overseen through existing governance arrangements, including the Information Governance Group, Data Protection Subgroup, Information Security Subgroup and Information Technology Security Working Group.





Dedicated AI training is not currently in place across all staff groups, although AI and data-related capability development is being considered as part of wider digital and data strategy work.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust

