



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

16th July 2024

Question

Please could you provide me with a list of all examples of the routine or exploratory use of artificial intelligence (AI) you have in your services. This could include AI programmes you have as part of ambulance, emergency, nonemergency, patient transport, 111, or urgent care delivery, corporate, or administrative settings. This could be in place now, being explored, or indeed being developed through research or innovation activities - using the information commissioners office definition of AI Definitions | ICO. I am looking to get a sense (in a methodological way) of what services are using for what, for what.

Answer

The Scottish Ambulance Service is currently using a Bidirectional Encoder Representations from Transformers model for Natural Language Processing on retrospective data relating to drug harm; this is not being used within any live or patient-facing activity. No bespoke prospective or live AI technologies are being used.

The Service is testing - in a non-live environment - the use of audio AI with an industry partner, subject to a non-disclosure agreement.

The Service also procures products as part of NHS Scotland that may use inbuilt AI, such as the Microsoft platform.