

# Neighbourhood Care – Staff Activation Webinar – Artificial Intelligence 16th July 2026 FAQ's

| 1. AI Safety, Governance and Regulation                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| How is AI being governed, assessed, and implemented safely across the NHS, including data governance, regulatory compliance, and risk management? | <p>AI is governed through a layered process rather than a single approval. The SEL AI Framework adds a common system approach to national requirements: define the need, assess the organisation and product together, complete proportionate clinical-safety, information-governance, cyber, regulatory, equality, evidence and commercial checks, deploy in stages, and monitor throughout use. The presentation's maturity review, 12x12 assessment tool, implementation blueprints, education offer and AI registry are intended to make this process consistent across SEL.</p> <p>Due diligence should map where data is stored, processed and accessed; all sub processors and support locations; whether organisational data is used to train models; encryption, deletion, audit and exit arrangements; and resilience or vendor-lock-in risks. If personal data is transferred outside the UK, an approved UK GDPR transfer mechanism and, where required, a transfer risk assessment must be in place. European origin does not automatically make a product safe or compliant, so UK or European alternatives can be compared through normal procurement, security, functionality, sustainability and value assessments.</p> <p>The blueprints we will create will include templates for governance e.g. DPIA / SLSP / Clinical Safety. It is encouraged that local governance processes are adhered to and not dealt with informally.</p> <p>The London AI Framework is publicly available and can be found via the following link (<a href="#">AI framework</a>). The current SEL implementation work will be concluded in September / October 2026 and the outputs will be published to all of SEL ICS.</p> |

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|                                                                                                                                           | <p>Each organisation is sovereign and are not beholden to external bodies. the AI Framework that is being deployed across SEL will help streamline and minimise the risk of deployments. It is therefore recommended that the framework be bedded into the organisation and the clear guidance that will be given is followed.</p> <p>The SEL framework will be ready for publication in September / October 2026.</p> <p>Each organisation is responsible for their business continuity process, however, there will be blueprints available that organisations can tailor to cover their needs.</p>                                                                                                                                                                   |
| <b>2. Evidence, Benefits and Realistic Expectations</b>                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| What evidence exists to support claims about AI benefits, and how can realistic expectations be set across different healthcare settings? | <p>The 25% figure quoted in the presentation is based on a substantial London evaluation, but it is context-specific evidence rather than a universal promise.</p> <p>The NHS England-sponsored GOSH DRIVE evaluation tested one AI-scribing product across nine London NHS sites and more than 17,000 patient encounters, including hospital, general practice, mental health and ambulance settings. It reported a 23.5% increase in direct patient-interaction time and an 8.2% reduction in overall appointment length. In A&amp;E, the reported increase in patients seen per shift was 13.4%.</p> <p>The '25%' wording is therefore a rounded description of direct interaction time; it is not the same as saying every service will gain 25% more capacity.</p> |
| <b>3. Impact on Clinical Practice and Human Decision-Making</b>                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| How can AI enhance productivity and patient care without reducing professional judgement, critical thinking, or human oversight?          | <p>The concern is valid. AI should reduce clerical burden while preserving attention, reflection and professional accountability. It should produce a draft or prompt, not replace listening, interpretation, judgement, challenge or responsibility. NHS guidance requires users to check generative-AI outputs and does not permit Microsoft 365 Copilot to make clinical decisions.</p> <p>AI summaries can omit context, uncertainty, dissent and the reasoning behind a decision. Teams should agree when AI note-taking is</p>                                                                                                                                                                                                                                    |

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|                                                                                                                                                  | <p>appropriate; name a human owner; review decisions, risks and actions while the discussion is still fresh; correct the draft before it becomes an official record; preserve dissent and uncertainty; and retain a non-AI option. For clinical documentation, the responsible professional must verify accuracy before information is added to the patient record. Training should address automation bias, over-reliance, confidentiality and when to stop or escalate.</p> <p>A 2024 laboratory study of 36 university students found more extensive brain-connectivity patterns when participants wrote presented words by hand than when they typed them. This is relevant to learning, but it does not directly show that AI-generated meeting notes cause memory loss or de-skilling in NHS staff. A sensible blended approach is to let people use their own written notes for thinking and recall while using an approved AI draft for administrative support, followed by active human synthesis, teach-back or debrief and sign-off. Teams should monitor whether AI changes participation, recall, reflection or quality rather than assuming productivity is the only outcome.</p> |
| <b>4 Environmental Sustainability</b>                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| How is the environmental impact of AI being measured, managed, and balanced against the benefits it delivers and the impact of carbon footprint? | <p>The environmental impact of AI is increasingly considered in NHS governance and procurement, but it is not yet measured consistently at individual AI-product level.</p> <p>NHS England acknowledges that digital emissions sit across hardware, software, MedTech, energy and supply-chain categories, making a single digital-emissions total difficult to calculate. Consequently, there is not yet a uniform NHS-wide measure such as “carbon per AI prompt” or “carbon per AI-assisted diagnosis.”</p> <p>The below highlights the current measures in place for various organisational hierarchies:</p> <p><b>NHS-wide:</b> Emissions are measured through the NHS Carbon Footprint and the broader NHS Carbon Footprint Plus, which includes supply-chain emissions. The targets are net zero by 2040 for emissions under NHS control</p>                                                                                                                                                                                                                                                                                                                                             |

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|                                                                                                                                                       | <p>and 2045 for emissions it can influence. <a href="#">Greener NHS » Delivering a net zero NHS</a></p> <p><b>Trust and ICB Organisations:</b> must maintain board-approved Green Plans containing measurable actions and KPIs. Digital transformation is expected to be included because it can both reduce and increase emissions. <a href="#">NHS England » Green plan guidance</a></p> <p><b>AI or digital product developers:</b> NICE's Evidence Standards Framework asks developers to describe expected environmental benefits and negative greenhouse-gas impacts across the product lifecycle. It does not, however, mandate a single calculation methodology. <a href="#">How to meet the standards   Evidence standards framework for digital health technologies   Guidance   NICE</a></p>                                                                                                                                                        |
| <b>5. Health Inequalities and Digital Inclusion</b>                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| How can AI be implemented in a way that reduces rather than widens health inequalities, particularly for digitally excluded patients and communities? | <p>Every project should complete an Equality and Health Inequalities Impact Assessment, involve patients, carers and community organisations, and test the tool with the population in which it will be used. Data and performance should be examined by relevant characteristics such as deprivation, ethnicity, age, sex, disability, language, learning disability, neurodivergence and digital access. Services should provide assisted-digital support, accessible and translated information, human review and an equivalent non-digital route.</p> <p>AI must not create preferential access for technology-confident patients; it can also be used proactively to identify unmet need</p> <p>This is a real risk: organisations with fewer staff, weaker infrastructure or less governance capability may adopt more slowly or less safely. The implementation of the SEL AI Framework and the collateral provided is intended to reduce this gap.</p> |
| <b>6. AI Readiness, Capability and Adoption</b>                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| How can organisations and staff develop the skills, readiness, and confidence needed to adopt AI effectively?                                         | <p>Readiness is not only a technical issue. The principle should be that readiness belongs to the pairing of a particular tool, intended use and organisation. Staff can contribute without being AI specialists, but safe decisions require a multidisciplinary view and clear leadership. NHS England has provided central resources to help staff become familiar with key concepts in AI. Links can be found below.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|                                                                                                                                                                                           | <p>The AI Assessment Tool can be used by anyone across the system, and is in fact encouraged. However, the tool is best used collaboratively and works best when clinical, technical and operational perspectives are represented. A non-technical member of staff can initiate or contribute to an assessment, but one person should not provide the final assurance alone; complex or high-risk tools also require IG, cyber, data, equality, commercial and patient/public input.</p> <p>There are several resources to allow NHS staff to become familiar with co pilot. Listed below are some of these central resources:</p> <ul style="list-style-type: none"> <li>• NHS Learning Hub - <a href="#">Resource</a></li> <li>• NSH Connect - <a href="#">NHS.net Connect AI Exchange - Home</a></li> </ul>                                                                                                                                                                                                                                                                                                                 |
| <b>7. AI in Community, Neighbourhood and Service Delivery</b>                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>How can AI be used safely and effectively to support community services, neighbourhood care, care pathways, and demand management? Including tools for ND assessments, triage etc?</p> | <p>AI can support community and neighbourhood care by identifying need earlier, reducing avoidable administration and helping teams learn across organisational boundaries. It must be integrated into an accountable, adequately resourced pathway; an algorithm cannot create capacity or take clinical responsibility.</p> <p>Although no specific waiting times for ND assessments tools are being implement across SEL, there are several in other areas. See below:</p> <ul style="list-style-type: none"> <li>• A 2025 pilot involving 28 clinicians and 442 recordings across neurodevelopmental and school-health services reported that an AI documentation tool could reduce time spent drafting autism and ADHD assessment reports by <b>63%</b>. The tool drafted notes rather than making diagnoses, and clinicians retained responsibility for checking them. These are promising pilot findings but require independent evaluation before wider conclusions are drawn. <a href="#">Your Healthcare CIC</a></li> <li>• NIHR is funding an <b>AI-powered triage tool for neurodevelopmental care</b>,</li> </ul> |

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|                                                                                                                                 | <p>designed to recommend appropriate pathways and predict which services should be involved. It is also supporting automated prioritisation of children on waiting lists according to severity of need and research into early autism identification. These remain development or evaluation projects rather than established national practice. <a href="#">NIHR</a></p> <ul style="list-style-type: none"> <li>• NHS England's autism pathway framework calls for easier movement through pathway stages, better information and support during waiting, appropriate consideration of co-occurring conditions and effective use of multidisciplinary capacity. These are areas where carefully governed AI can assist. <a href="#">NHS England autism assessment framework</a></li> </ul> <p>The national product team is accountable for the centrally managed product, algorithm and national clinical-safety evidence. The ICB or commissioner is accountable for the commissioned pathway and capacity arrangements. The receiving provider's named clinical lead and service owner remain responsible for the local model of care, response and escalation, while individual clinicians retain responsibility for professional decisions.</p> |
| <b>8. Data Privacy and Patient Information</b>                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p>What are the rules and safeguards around patient-identifiable information when using AI tools such as Microsoft Copilot?</p> | <p>NHS England says Microsoft 365 is not deployed as a clinical system and Copilot agents should not access patient-record or triage systems. Copilot must not be used for diagnosis, clinical decision-making, determining treatment or deciding patient pathways. The following link will take you to the detailed guidance.</p> <p><a href="#">Microsoft 365 Copilot information governance guidance - NHS England Digital</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

**Useful contacts and links shared:**

- [Greener NHS » Delivering a net zero NHS](#)
- [NHS England » Green plan guidance](#)
- [How to meet the standards | Evidence standards framework for digital health technologies | Guidance | NICE](#)
- [Resource](#)
- [NHS.net Connect AI Exchange - Home](#)
- [Your Healthcare CIC](#)
- [NIHR](#)
- [NHS England autism assessment framework](#)
- [Microsoft 365 Copilot information governance guidance - NHS England Digital](#)
- [Artificial intelligence | Knowledge and Library Services](#)
- [Catalogue](#)

