

Dear

**FREEDOM OF INFORMATION – AI-ASSISTED TOOLS**

I write in response to your request for information in relation to AI-assisted tools.

Question:

**Please provide copies of, or links to:**

- 1) Any internal policies, guidance, or governance documentation regarding the use of ambient listening or AI-assisted clinical documentation tools
- 2) Data Protection Impact Assessments (DPIAs), if disclosable
- 3) Information governance, GDPR, or UK GDPR compliance assessments relating to:
  - a) Cloud storage
  - b) Data processing location (UK/EU/International)
  - c) Third-party subprocessors
  - d) Audio recording and transcription of patient consultations

Answer:

1.	No such policies exist.
2.	N/A
3.	N/A
a.	N/A
b.	N/A
c.	N/A
d.	N/A

Question:

**Please confirm whether your Board has specific regulatory or governance requirements relating to:**

- 1) Ambient listening technologies
- 2) AI-generated clinical summaries
- 3) Cloud-based transcription services
- 4) Speech-to-text and written-to-typed conversion tools used in patient care

Headquarters  
Mainpoint  
102 West Port  
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE  
Chief Executive Professor Caroline Hiscox  
*Lothian NHS Board is the common name of Lothian Health Board*





Answer:

1.	No
2.	No
3.	No
4.	No

Question:

**Administrative or Clerical Support as a Workplace Adjustment**

1. Has your Health Board provided additional administrative or clerical assistance as a reasonable adjustment for employees with disabilities or long-term health conditions?

If so:

a. Is this funded internally or via Access to Work?

b. Is there a policy or guidance document outlining eligibility or process?

Please provide anonymised aggregate data only (e.g., number of cases), not personal data.

Answer:

1.	Yes
a.	Yes
b.	Not available. Each case is progressed on an as needed basis, and the Digital Department do not keep a log/record of these requests.

Question:

**Written-to-Typed Conversion Tools and Digital Note-Taking**

a) Has your Health Board approved or funded, either directly or via Access to Work, the use of digital handwriting-to-text devices or software, including but not limited to:

1. reMarkable tablet and subscription

2. Microsoft OneNote (with handwriting conversion)

3. Nebo

4. Other handwriting recognition or assistive note-conversion tools

b) Are such tools recognised as reasonable adjustments under local policy?

c) Please provide any related policy or guidance documentation.

Answer:

a.	No
1.	No
2.	No
3.	No
4.	N/A
b.	No
c.	N/A



Question:

**General Governance and Approval Pathways**

- 1) Does your Health Board maintain an approved software list for assistive technology or AI-based clinical documentation tools?
- 2) What is the process for an individual employee to request approval for new assistive or AI-based documentation software?

Answer:

1.	Yes
2.	Any new software tool would need to go through the standard DPIA SSP process. This includes but not limited to AI.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive