

Dear

## FREEDOM OF INFORMATION – QUAIL AI TOOL

I write in response to your request for information in relation to Quail AI tool.

Question:

### 1. Implementation and Usage

- a. Has your organisation implemented or piloted the Quail AI tool for complaints handling?
- b. If yes:
  - o Date of implementation
  - o Scope of use (e.g. departments, complaint types, Trust-wide or pilot)

Answer:

a.	We have not fully implemented the Quail AI Tool for complaints handling
b.	See above

Question:

### 2. Accuracy and Quality Assurance

- a. What measures are in place to assess the accuracy of Quail-generated responses?
- b. Has your organisation conducted any formal evaluation or audit of the accuracy or quality of letters generated using Quail?
- c. If so, please provide:
  - o Results of such evaluations
  - o Any internal reports, audits, or summaries

Answer:

a.	The measures for Quality Assurance are currently being reviewed for implementation
b.	See above
c.	See above

Question:

### 3. Human Oversight and Editing

- a. What percentage of Quail-generated complaint responses require:

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*

- o Minor edits
- o Significant edits
- o Complete rewriting
- b. Are clinicians or complaints staff required to review all AI-generated responses before they are sent?

Answer:

a.	We do not use Quail for generating letters
b.	See above

Question:

**4. Impact on Complaints Handling**

- Has the use of Quail:
  - o Reduced complaint response times? If so, by how much (average time reduction)?
  - o Improved response rates or compliance with statutory timelines?
  - o Reduced workload for complaints teams or clinicians?

Answer:

Not applicable – see response to question 3.

Question:

**5. Service User Feedback**

- a. Has your organisation received any feedback from patients or service users regarding AI-generated complaint responses?
- b. If so, please provide:
  - o Themes of feedback
  - o Number of complaints or concerns raised about AI-generated responses

Answer:

No

Question:

**6. Clinical and Investigative Quality**

- a. Has the use of Quail impacted:
  - o The quality of investigations?
  - o The quality of clinical input within complaint responses?
- b. Please provide any available evidence, reports, or internal assessments.

Answer:

Not applicable

Question:

**7. Governance, Risk, and Safety**

- a. What governance processes are in place to oversee the use of AI in complaints handling?
- b. Have any risks, incidents, or concerns been identified relating to:
  - o Accuracy
  - o Patient safety
  - o Miscommunication
- c. If so, please provide details (anonymised where appropriate).

Answer:

We do not use Quail for complaints handling so no processes are currently in place.

Question:

**8. Data Protection and Information Governance**

- a. What data protection impact assessments (DPIAs) or information governance reviews have been completed in relation to Quail?
- b. Please provide copies or summaries of these assessments

Answer:

We do not provide security documentation of a sensitive nature. This is exempt under FOISA section 30(c) i.e., be likely to prejudice substantially effective conduct of public affairs.

Question:

**9. Costs and Procurement**

- a. What is the cost of implementing and using Quail (including licensing, training, and ongoing costs)?
- b. Please provide details of the procurement process and supplier.

Answer:

We are currently in negotiation with Quantum and therefore this information is exempt under Section 33(1)(b) of the Freedom of Information Act (Scotland) 2002, which exempts information if its disclosure would, or would be likely to, prejudice substantially the commercial interests of any person (including the commercial interests of a Scottish public authority).

Question:

**10. Future Plans**

- a. Does your organisation plan to:
  - o Continue using Quail?
  - o Expand its use (e.g. incident reporting modules)?
- b. Please provide any available business cases or strategy documents.



Answer:

a.	Yes Currently under review commercial and in confidence
b.	Currently under review commercial and in confidence

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.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

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