

***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on Monday 22<sup>nd</sup> April 2024. I am pleased to confirm the following.

**Are you currently using AI functionality within your IT Service Management function?**

Yes

**If yes**

**What functionality are you utilising? (e.g. co-pilot, incident/ticket summarisation, chatbot, ticket routing, knowledge creation etc)**

Auto ticket routing, auto account administration

**What measurable benefits have you achieved since implementation of AI functionality?**

**e.g. reduced MTTR, increased ticket handling (from X to Y), First Call Resolution (FCR) etc**

Quicker account turnaround for staff.

**What statistics can you share? E.g FCR went from 60% to 80% and/or MTTR reduced by 10%**

24.5% increase in tickets fixed under an hour.

**If no**

**Do you have plans to introduce AI capability within your Service Management function within the next 12months?**

**If no, what is your key rationale for this decision?**

**If yes, what are the key benefits you are looking to drive (see above examples).**

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Co-ordinator  
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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