

Ref: FOI/GS/ID 7363

Please reply to:
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Trust Management
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14 April 2022

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to IT Spend and Chatbots.

You asked:

- 1. Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year*
- 2. Does your organisation use chatbots? If so, how many?*
- 3. How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?*
- 4. Are you team given training on the use of chatbots? If so, can you provide details?*

Trust response:

1.
21/22 – £13,536,496
20/21 – £11,677,418
19/20 – £9,982,793

Please note: This is for ICT only and does not include any IT contracts or equipment budgeted in the clinical areas.

2. No
3. Not applicable
4. Not applicable