Freedom of Information Request
11th December 2024

Question
 Please could you tell us:
a) what artificial intelligence platforms/programs/applications are in use by the Board?

b) to what uses are these platforms/programs/applications put?

Answer
The Scottish Ambulance Service is currently using a Bidirectional Encoder Representations from Transformers model for Natural Language Processing on retrospective data relating to drug harm; this is not being used within any live or patient-facing activity. No bespoke prospective or live AI technologies are being used.

The Service is testing - in a non-live environment - the use of audio AI with an industry partner, subject to a non-disclosure agreement.

The Service also procures products as part of NHS Scotland that may use inbuilt AI, such as the Microsoft platform.