

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 06 April 2022.

I am pleased to confirm the following.

Total IT (information technology) budget for your organisation over the last three financial years (April to April) broken down by year

Revenue

21-22	£5.3mn
20-21	£4.6mn
19-20	£3.7mn

Capital

2020	£3.8mn
2021	£11.2mn
2022	£1mn

Does your organisation use chatbots? If so, how many?

Yes, Milton as part of FreshService.

How many customer interactions have your chatbots conducted over the last three financial years, broken down by year?

We do not have this information in our data warehouse.

Are you team given training on the use of chatbots? If so, can you provide details?

No training has been provided, as the chatbot we have asks questions, which user would answer.

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and the Re-Use of Public Sector Information Regulations (1st July 05) and authorisation from Milton Keynes Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

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

<p>Any re-use of this information will be subject to the 'Re-use of Public Sector Information Regulations' and best practice.</p>
