Outstanding Care,
Compassionate People,
Healthier Communities

NHS
Sherwood Forest Hospitals
NHS Foundation Trust

King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

Direct Line: 01623 672232
Our Ref: 1693
E-mail: sfh-tr.foi.requests@nhs.net

25th November 2026

[redacted]

Dear Sir/Madam

Freedom of Information Act (FOI) 2000 - Request for Information Reference: AI complaints

I am writing in response to your request for information under the FOI 2000.

I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below. Please accept our apologies for the delay.

FOI Request / Question	Question Response	Is there an exemption?	Exemption	Exemption Details
1) The number of written complaints made by (or on behalf of) patients about the use of artificial intelligence (AI) by the trust received in: a) 2023/24 b) 2024/25 c) 2025/26	0			
2) The number of written complaints made by (or on behalf of) patients about the use of AI by the trust that were: a) resolved in 2023/24, together with a breakdown showing how many were upheld, partially upheld and not upheld b) resolved in 2024/25, together with a breakdown showing how many were upheld, partially upheld and not upheld c) resolved in 2025/26, together with a breakdown showing how many were upheld, partially upheld and not upheld	N/A			
3) The number of clinical negligence claims concerning AI that were lodged within the trust or sent from the trust to NHS Resolution in:	N/A			

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net

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Trust Chair Rukshana Kapasi OBE
Chief Executive Jon Melbourne

a) 2023/24 b) 2024/25 c) 2025/26				

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I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: https://ico.org.uk/your-data-matters/official-information/.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours faithfully

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the Open Government Licence (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.

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