

Harnessing the potential of automation and AI in health care

15 recommendations for policymakers and the NHS



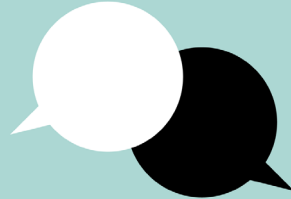
Protect the human dimension of care

1. Engage with the public and NHS workforce to ensure their views shape high-level decisions about how tech should and shouldn't be used.
2. Support and learn from research into the ethical and quality issues created by the use of automation and AI in health care.
3. Ensure those developing and implementing new technological interventions work with patients and staff to address user needs and perspectives.



Fund the change not just the tech

4. Provide funding and support through national improvement programmes and reformed payment mechanisms to help teams implement new technologies successfully.
5. Develop digital capability and infrastructure across the NHS, so that all health care providers are able to take advantage of technological opportunities.
6. Expand funding for real-world testing and rapid evaluation to demonstrate that new applications of automation and AI are safe and effective.



Build confidence in automation and AI

7. Create support for automation and AI by engaging with the public and NHS workforce to raise awareness, build confidence and understand what matters to them.
8. Strengthen regulation, standards and assurance, in order to address issues such as bias, transparency and accountability, and to ensure technologies are safe, effective and ethical.
9. Ensure the relationship between the NHS and industry works in the interests of the health service rather than letting the market alone drive the development and spread of technologies.



Enable staff to adapt to automation and AI

10. Ensure training equips staff with the capabilities they need to use automation and AI effectively in future and prevents the loss of important skills as automation advances.
11. Ensure workforce planning takes account of the impact of automation and AI on different occupational groups and supports health care roles to evolve appropriately.
12. Prioritise applications of automation and AI that can help staff and improve the quality of work, including technologies to support admin and operational tasks.



Ensure automation and AI tackle health inequalities

13. Ensure those designing and implementing technologies engage with patients who have the greatest needs, to understand how automation and AI can improve their care and avoid negative impacts.
14. Commit to making new technologies as inclusive as possible, supporting patients with the skills they need to access and use them effectively.
15. Ensure there are high-quality non-digital options available for patients where necessary and appropriate.