



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2025/11067

Date Received: 15th September 2025

Response Due: 13th October 2025

Date: 29th September 2025

Dear Sir/Madam

With reference to your request for information received on 15th September 2025, 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.

In your request you asked:

Please provide the following information under the Freedom of Information Act:

- 1. How many complaints has your service received about inappropriate advice from chatbots? Please list the year, a brief summary of the advice (e.g. advising on suicide), and their relevant person's circumstances (e.g. 17 year old male using chatbot OR an adult female etc...).**
The Trust does not have any chatbots.
- 2. How many patients have attempted to take their lives following such inappropriate chatbot advice? Please list a brief summary of such an outcome. (e.g. chatbot advised on places to take their own life and suicide attempt made).**
Please see the above response.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Garry Harris', with a long horizontal stroke extending to the right.

Garry Harris
Deputy Director Digital & Chief Technology Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111