

19/06/2026

NN-ICB/26-1636

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 29 May 2026, regarding the use of AI in Talking Therapies. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we partially hold the information requested.

Please find below our response to your request:

1. Is your Talking Therapy Programme is utilizing an AI software and in what capacity?
NHS Nottingham and Nottinghamshire Talking Therapies service is not currently utilising any Artificial Intelligence (AI) software.
2. The number of patients who have been treated under a scheme of therapy that involves a communication exchange including the contribution of an Artificial Intelligence system in 2025 and 2026.
Zero patients.
3. Please break down the number of users into the following classes:
 - a) age,
 - b) ethnicity,
 - c) nationality,
 - d) gender.If the numbers are less than 5, please merge the figures for 2025 and 2026.
No information is held, as no patients have been treated under a scheme involving AI.
Accordingly, this element of your request is not applicable.
4. The name of the company providing the AI software(s) mentioned in 1 and 2. Please also tell me the name of the system (ex. ChatGPT, Claude, etc).
No information is held, as the service is not utilising AI software.
5. The value of the contract between the AI company and the NHS trust.
No information is held, as the service is not utilising AI software.

6. Investigations, reports and other similar documents that look into:

- a) the clinical effectiveness of therapy undergone by patients using the therapy mentioned in 1 and 2 above,
- b) any potential risks from the therapy mentioned in 1 and 2 above.

No information is held, as the service is not utilising AI software.

7. The current waiting list for an appointment with a therapist within your NHS Talking Therapy service. I would like to know how many people are currently waiting for a first appointment and how long would a new patient wait if they got referred today.

This information is publicly available and is therefore exempt under Section 21 (Information accessible by other means) of the Freedom of Information Act 2000.

The latest data (March 2026) can be accessed via NHS England's published statistics:

[NHS Talking Therapies Monthly Statistics Including Employment Advisors, Performance March 2026 and Quarter 4 2025/26 data - NHS England Digital](#)

This dataset shows:

- 3,205 patients were waiting for a first appointment in Nottingham and Nottinghamshire
- The average waiting time was 31 days.

8. The current waiting list for an appointment with a psychiatrist. I would like to know how many people are currently waiting for a first appointment and how long would a new patient wait if they got referred today.

The ICB does not hold this information.

Psychiatry services are not provided within NHS Talking Therapies, as these services deliver psychological therapies (such as cognitive behavioural therapy) rather than psychiatric care.

Please contact NHS Nottinghamshire Healthcare Foundation Trust for this information.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Governance and Assurance via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. 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/for-the-public/>.

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 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board nnicb-nn.foi@nhs.net

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 license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.