

Citizens' Assembly

AI- CA Views

Presented by:

Nick Pennell February 2026



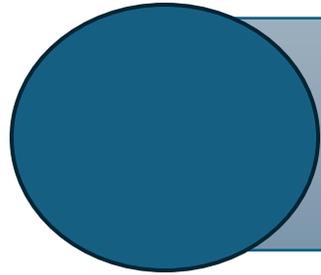
Published Reports

- AI in NHS Care – published Healthwatch (HW) 29 January 26
- AI and algorithms in healthcare published HW 5th Nov 25
- Ambient voice technology Kings fund
- Pt Experience and NHS Digital Booking-HW 16 Dec 25
- Digital Healthcare and the NHS App – HW 11 Nov 2025

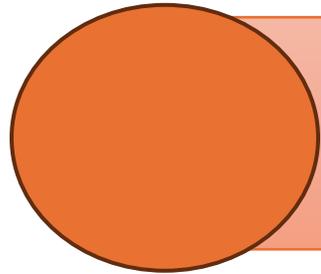
As AI becomes more visible in everyday care, people are interacting with it both inside and outside of the NHS – including a growing use of tools like ChatGPT for health advice

Healthwatch reviewed public feedback throughout 2025 to understand how these changes are affecting patients

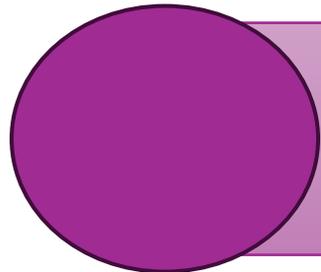
Why are the public turning to AI?



Difficulty accessing NHS services (GP waits, NHS 111, physiotherapy delays)



AI feels quicker and more personalised



Seen as an alternative when traditional routes are frustrating and slow

Benefits and Risks People Experienced

Benefits

- Clear explanations and fast responses
- Helpful for basic health information

Risks

- Inaccurate or incomplete advice (e.g., misdiagnosed symptoms)
- AI recommended unnecessary tests
- Potential for unsafe clinical summaries

Challenges with AI used in NHS Admin: Patient experiences

“I can’t get a GP appointment because I have to book through WhatsApp using AI options that don’t give me options to say what I need. They automatically close the request as actioned.”

“Getting to that via the NHS or the surgery AI IT was tough. I’m quite smart and IT literate, but I found it took a while and several tries to get even that done...Booked and went today. Not a trace of my appt. Had to re-book.”

“The AI system is not able to work anything out for itself without being prompted... The AI system is the one left to work out my medication requirements, and it’s obvious that it is not that intelligent as it is unable to read detailed individual notes or work out individual medication dispensary information.”

“All I want to do is order a prescription, but because of my learning difficulties and speech issues, this AI system won’t understand me like a real human.”

- Booking systems not understanding needs, especially for complex conditions
- Issues with WhatsApp AI receptionists losing or closing requests (*Healthwatch Hertfordshire*)
- Medication requests misunderstood or altered incorrectly
- Accessibility barriers for visually impaired users, neurodivergent people, and those with communication needs

What People Want to See Improve

Transparency

- Make it clear when and how AI is used

Consent

- Consistent process for opting in/out

Safety

- Track and review AI errors (governance)

Co-design

- Involve patients in shaping tools

Human Support

- Ensure staff support remains available especially for vulnerable groups