

Reference: FOI.ICB-2627/090

Subject: Use of AI in Talking Therapies

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
1. If your Talking Therapy Programme is utilizing an AI software and in what capacity.	In financial year 2025/2026 BNSSG NHS Talking Therapies received funding via NHS England to explore how to implement an AI Scribe software product, also known as Ambient Voice Technology. This is to be used in therapy consultations to scribe notes of patient sessions. This scoping work is still in progress, and a software product has not been implemented yet. The ICB does not hold information about AI software used in an operational capacity within the service, this should be requested from the provider directly, Vita Health Group: Contact us - Vita Health Group
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.	
3. Please break down the number of users into the following classes: i. age, ii. ethnicity, iii. nationality, iv. gender	The ICB does not hold information about AI software used in an operational capacity within the service, this should be requested from the provider, Vita Health Group, directly. Please see above for contact details.

If the numbers are less than 5, please merge the figures for 2025 and 2026.	
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).	
5. The value of the contract between the AI company and the NHS trust.	Not applicable
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.	The ICB does not hold information about AI software used in an operational capacity within the service, this should be requested from the provider Vita Health Group, directly. Please see above for contact details.
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.	The most recent waiting times that the ICB holds are from February 2026. Please refer to enclosed spreadsheet. More up to date waiting times should be requested from the provider Vita Health Group, contact details above.
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.	NHS Talking Therapies does not provide any psychiatry treatment. This is provided in BNSSG by Avon and Wiltshire Mental Health Partnership (AWP) NHS Trust, data regarding this is held by the provider and therefore would need to be requested directly from them: https://www.awp.nhs.uk/contact-us/freedom-information

The information provided in this response is accurate as of 4 June 2026 and has been approved for release by Helena Fuller, Deputy Director of Business, Strategy and Planning for NHS Bristol, North Somerset and South Gloucestershire ICB.

Treatment - Feb 2026		Day	Evening	Face to Face	Interpreters	Priority
Low Intensity	1:1 CBT	3.5 months	4.5 months	N/A	4 months	2 months
	1:1 LTC	3.5 months	4.5 months	N/A	4 months	2 months
	Silvercloud	1.5 months	3.5 months	N/A	N/A	3 weeks
High Intensity	CBT	2 months	9 months	8 months	12 months	1 months
	CFD	No clients waiting (appts available)	N/A	N/A	N/A	0 months
	EMDR	No waits	N/A	N/A	N/A	0 months
	IPT	3 months	N/A	N/A	N/A	2 months
	LTC CBT	2 months	9 months	8 months	12 months	1 months

CBT: Cognitive Behavioural Therapy

LTC: Long Term Conditions

CFD: Counselling for Depression

EMDR: Eye Movement Desensitization and Reprocessing

IPT: Interpersonal Psychotherapy