

Modernising HR in the NHS

Implementing AI virtual assistants to automate administrative tasks and allow NHS Trust staff to focus on patient care and outcomes

NHS Long Term Plan

Technology will play a central role in realising the Long Term Plan, helping clinicians use the full range of their skills, reducing bureaucracy, stimulating research and enabling service transformation.

“Heralded as a transformative tool to drive insights, reduce costs, and improve operational efficiencies, it is not surprising that business leaders are acting swiftly to embrace generative AI tools like IBM’s watsonx. This latest research shows a real sense of opportunity in boardrooms across Europe. Almost 80% of UK business leaders have already deployed generative AI or intend to in the next year, demonstrating just how rapidly this revolution is happening.”

Nicola Hodson, CEO, IBM UK and Ireland

82%

of UK business leaders surveyed focused on using generative AI*

96%

are prioritising governance and ethics*

Client Engineering’s Expertise

How can we help accelerate ?

- Jointly we have a wealth of NHS sector experience and expertise
- Deploy a production-ready Virtual Assistant in days
- Saves an NHS Trust months of iterative development and VA improvements
- Deployed with over 90% containment rate

Benefits



Improved Job Satisfaction / Employee experience

- Automate the High Volume/Low complexity queries
- Leading to a lower attrition rate
- In line with the NHS mandate



Increased Staff Efficiency

- Ability to self-serve
- More time for staff to focus on more complex tasks
- 24/7 availability



Lower Operational Costs

- The cost of staff interacting with a VA is lower than that of Staff.



Why SCC with IBM

Working with our customers, IBM and SCC build on an incredible 40-year partnership to apply digital innovation to improve customer service and drive efficiency. The combination of SCC’s focus on technology outcomes supported by our digital transformation practice we lever the Artificial Intelligence suite of applications

“SCC and IBM discuss innovation with realistic and achievable outcomes. In the case of HR Virtual Assistance we quickly moved to a proof of value that improved staff satisfaction and reduced the effort in providing a service that is available all day every day.”

“In HR you should immediately enable the IBM Virtual Assistant to improve the quality of information and advice provided to all staff whenever they need it”

Donna Griffiths, CPO, UHCW NHS Trust

from IBM. By equipping clinical and support teams a focus is enabled to improve throughput, maximise satisfaction and increase productivity. For added peace of mind, our dedicated experts are always available when you need them. This is what incredible tech solutions truly look like.

“In the NHS, our top priority is delivering the highest standard of care to our patients and supporting the well-being of our hardworking professionals. Advances in Artificial Intelligence, including generative AI, are opening up new ways for us to do this more effectively than ever before, such as the AI-powered virtual assistants helping our HR teams to reduce their admin burden and allocate more time to helping colleagues solve problems.”

Asif Shah, People Services Digital Lead, East and North Hertfordshire NHS Trust

[Watch video here](#)