

Creation of Patient Trust and Familiarity for the use of AI in the NHS

One of the most important aspects in the use of AI is patient involvement. Whilst most systems in AI are used by professionals, usually healthcare individuals and back-admin colleagues, the involvement of patients is perceived as minimal. It is important, however, that patients become familiar about the use of AI so that they gain trust in the system, and creating Trust is vitally important. Without trust in the wider community AI dissemination is likely to be difficult, well-nigh impossible.

How do we do this? The way to do achieve it is by making AI “Business as usual”. This means showing the various uses of AI and demonstrating them openly in a very “public” manner. This will make patients realise that AI is being used in the community in a very normal, ordinary and regular fashion, already and anyway, and therefore it is not a threat.

Solution: Walk into a large Apple computer shop you will see over 100 Phones, iPads, iMACs and MacBooks for the visiting public, for individuals to browse through and familiarise themselves with their operating system. In one large corner there is an area where short tutorials are run for educating the public in the use of Apple instrumentation. These are run free of cost and often by appointment. This is exactly a style we must try to create around the nation in the NHS to make patients familiar with their involvement in AI.

Every hospital and large GP Surgery should have a room or an area in Reception where patients can play with, and familiarise themselves with various AI programs that are being used on a day-to-day basis in the healthcare system. This will be a myth-buster and take the secretiveness out of the entire issue.

Similarly dying town centres and shopping malls could potentially have NHS shops with areas with instrumentation available for patient and public interaction so people, the public can familiarise themselves with the AI systems that are being used.

In fact, this can go even further in gaining a public opinion on which systems are easy to use and more popular in terms of use and can be used as a guiding tool in the selection of AI programmes as there are hundreds of these systems being created by enthusiastic creators the world over.

A simple idea worth exploring, but of course, can we trust that there will be no misuse? I dare anyone to answer that question! Probably not that simple!!

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