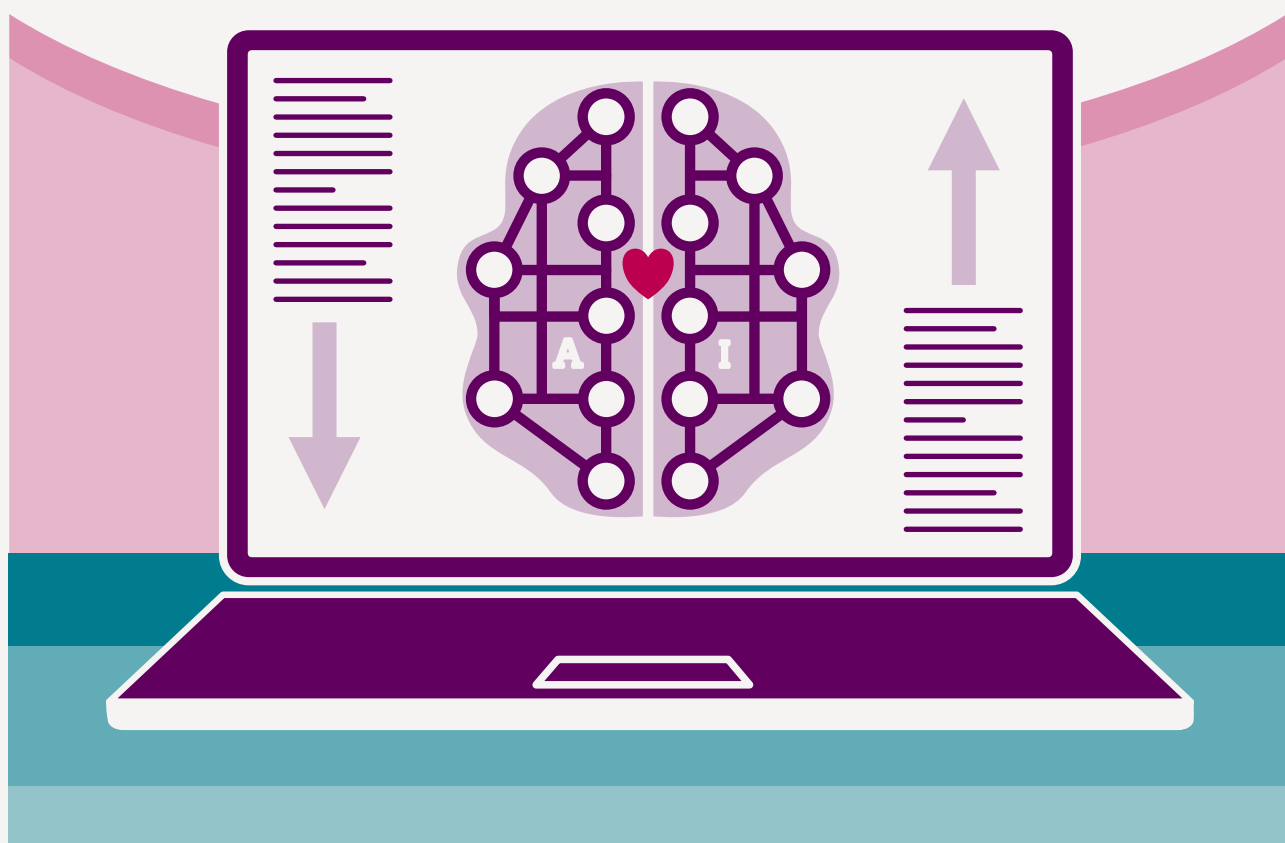


Good Practice in AI in Healthcare: The Rights and Wrongs

Event Report



Sharing, Learning and Influencing in a Digital Scotland

DigiFest 2024

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This hybrid panel session was delivered by the **Health and Social Care Alliance Scotland** (The ALLIANCE) and the **Scottish AI Alliance** (SAIA).

Chair: Pennie Taylor, Health journalist and broadcaster

A text-only version of the report is available on request from info@alliance-scotland.org.uk



Introducing the panel: Initial responses to the theme of AI (Artificial Intelligence) in Healthcare

Dawn McAra-Hunter, Project and Programme Manager, The Scottish AI Alliance (SAIA)

The Scottish AI Alliance (SAIA) is the body tasked with the delivery of **Scotland's national AI strategy**. The SAIA is focused on making Scotland a leader in trustworthy, ethical and inclusive AI. This includes the delivery of **Living with AI**, a free online course aimed at getting the people of Scotland engaged and informed about AI, and the Scottish AI Playbook, for businesses and organisations of how to engage with AI. We need to empower people to engage, share knowledge and understand how to make AI work for them.

Peter McDade, Digital Citizen Panel member and SAIA Patient Advisory Group member

AI has to be inclusive and without bias. Everyone has to be involved. We can't forget about those digitally excluded and need to be sure to reach marginalised people. There are concerns about the ethics and inclusivity of AI, and trust isn't there yet.

Sara Redmond, Chief Officer of Development, The Health and Social Care Alliance Scotland (The ALLIANCE)

The Health and Social Care Alliance (The ALLIANCE) was established to give people a voice on issues that affect them which is core to human rights and makes for better decisions and services, resources and tools that are inclusive. The ALLIANCE works collaboratively with other organisations and stakeholders to find solutions where there are inefficiencies, barriers to be overcome or improvements are needed. We work with people and their experiences to develop these solutions. Digital solutions can give people a greater sense of control, build trust and give people the information they need at the right time.



Questions, answers and discussion

What is AI (Artificial Intelligence)?

Nebulous term - means different things to different people based on their experiences.

A collection of different tools and technologies from algorithms to machine learning.

Scotland's AI Strategy defines AI as:

Technologies used to allow computers to perform tasks that would otherwise require human intelligence, such as visual perception, speech recognition, and language translation.

Will the use of AI result in a greater demand for electricity? How will power cuts be dealt with in the future?

Concerns around resource consumption are valid but as implementation is gradual and quite slow which gives us the opportunity to ensure that the infrastructure is in place.

We have to routinely ask about the climate implications of power usage but embracing digital solutions could offset the need for people to travel long distances. We must ensure that the rigor and trustworthiness of digital has been factored in as developments are made.

Are there any plans to create a centre of learning and good practice around the use of AI?

The Digital Health and Care Innovation Centre links with different institutions to support uptake of digital health solutions and an enabled workforce.

SOCTM - Society for Innovation Technology and Modernisation offers resources to support best practice.

Is education the best approach to dealing with AI?

Only way forward is to educate people to make educated and informed choices.

Fear of AI is from lack of knowledge.

Yes, and real world examples really help against public perception of AI as purely generative* i.e. specific machine learning applications used by doctors to identify early stages of breast cancer.

* **Generative AI** helps to create new artificial content or data that includes Images, Videos, Music, or even 3D models without any effort required by humans. The advancements in large language models (**LLMs**) have led to the development of Generative AI.



How do we address mistrust of these systems and questions about our data?

What our participants said:

“ Real world examples help develop trust in AI, motivates people to share their own data in order to help others.

“ Bring sectors together and have a streamlined, consistently transparent approach.

“ Transparency needs to be built into every stage of the process, having people involved in finding solutions to problems.

“ An informed population is rooted in explainability; we need to be informed engaged and understand; any discussions around AI need to start with: do the people using it have literacy and understanding?

How do we make sure that AI solutions have the right clinical safeguarding? What kind of support is there in Scotland to ensure this?

Existing safeguarding policies still applicable to utilisation of AI.

Artificial Intelligence and Healthcare in Scotland | Scottish Parliament.

EU AI Act.



Calls to action



We need to build a network of trust and upskill people who can learn and share.

Educate people on the basics creating a pool of trustworthy resources.

Ensure our influence means all voices are heard equally.

Staff in health and social care need more training.

Accessibility should be built in to design from the beginning.

Final statements

Sara: Inclusion by design. We need to be able to be held accountable and address shortcomings. We need to be people-led, and learn from the diversity and richness of all people in society. When this doesn't happen is where bias creeps in and unintended consequences become apparent. We need to link the different bodies involved up and continue to work on getting the basics right and building that trust, leaders need to hear what people say. Working across sectors is a challenge but a necessity.

Peter: End users often wind up being overlooked even when the product is intended for them, i.e. apps for managing health conditions. The ALLIANCE recommends certain apps, but other apps exist, run by big companies that haven't put the patient at the centre. AI is a tool, it can only do what man tells it to do, so we need to work on ethics and national standards.

Dawn: Upskilling, understanding good, accessible information and having a voice are really important to people. There are resources to support this, [The Data Lab](#) does a lot of upskilling work. The SAIA is going to be delivering a national AI skills plan for Scotland next year. We have the Living with AI course, there's the [Scottish AI register](#) if you're in the public sector and the [Scottish AI Playbook](#) if you're in the third sector or the private sector.

About the ALLIANCE

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector intermediary for health and social care, bringing together a diverse range of people and organisations who share our vision, which is a Scotland where everyone has a strong voice and enjoys their right to live well with dignity and respect.

We are a strategic partner of the Scottish Government and have close working relationships with many NHS Boards, academic institutions and key organisations spanning health, social care, housing and digital technology.

Our purpose is to improve the wellbeing of people and communities across Scotland. We bring together the expertise of people with lived experience, the third sector, and organisations across health and social care to inform policy, practice and service delivery. Together our voice is stronger and we use it to make meaningful change at the local and national level.

The ALLIANCE has a strong and diverse membership of over 3,600 organisations and individuals. Our broad range of programmes and activities deliver support, research and policy development, digital innovation and knowledge sharing. We manage funding and spotlight innovative projects; working with our members and partners to ensure lived experience and third sector expertise is listened to and acted upon by informing national policy and campaigns, and putting people at the centre of designing support and services.

We aim to:

- Ensure disabled people, people with long term conditions and unpaid carers voices, expertise and rights drive policy and sit at the heart of design, delivery and improvement of support and services.
- Support transformational change that works with individual and community assets, helping people to live well, supporting human rights, self management, co-production and independent living.
- Champion and support the third sector as a vital strategic and delivery partner, and foster cross-sector understanding and partnership.



ALLIANCE
HEALTH AND SOCIAL CARE
ALLIANCE SCOTLAND
people at the centre

About the Digital Citizen Panel

The Digital Citizen Panel (DCP) was created in partnership with the Scottish Government in 2021. It aims to empower citizens to better manage their health and wellbeing with digital options. Members share, learn and influence policy/service design with regular opportunities to meet and maintain progress in our activities.

Our Conversation Café – Bring a Buddy is online, 10.30am first Wednesday of the month and open to anyone with an interest in our work. The DCP also meets in person at various local level, supported by the Digital Network Officer (DNO).

The DCP is a growing voice of people and organisations across Scotland. Members share insights on their needs, rights and preferences in relation to accessing digital health and care services. They influence change, offer a supportive and knowledgeable environment. The DCP is involved in a diverse programme of engagement activity supported by the DNO. This includes national and local consultations; learning/skills development; conferences/events and; social/cultural engagements.

To join or find out more email: dhcscot@alliance-scotland.org.uk or phone: **0141 404 0231**



Digital
Citizen Panel

