# Generative AI Chatbots

**Delivering efficiency and increasing productivity by reducing the administrative burden on NHS corporate services**

NHS

Arden&GEM
Health and social care systems support

**The 2025/26 operational planning guidance established a clear objective for NHS organisations to take a forensic look at expenditure. By reducing spend on support functions, more resources can be redirected to the delivery of frontline care.**

In corporate service functions such as Human Resources and Finance, NHS staff spend a significant amount of time on mundane and repetitive administrative tasks. This has driven an exponential growth in the use of Generative AI Chatbots to reduce the administrative burden within corporate services and release resources that can be channelled into more value adding activities.

Arden & GEM's IT service has an experienced Artificial Intelligence (AI) team that is already working with commissioners and providers as a system partner to implement automation solutions that streamline operations, reduce human error and enhance productivity.

# Generative AI Chatbots built by the NHS for the NHS

**Our Chatbots are AI-powered virtual assistants designed to respond to enquiries and deliver automation across administrative tasks. They utilise natural language processing (NLP) to understand user questions and then provide relevant information or complete automated actions. Think of them as a friendly, knowledgeable, self-service representative that is available 24/7 and can deliver productivity and efficiency gains for your NHS organisation.**

As part of the NHS family, Arden & GEM develops GenAI Chatbot solutions specifically for the NHS, taking into account local and national objectives and utilising our first-hand experience of the NHS operating environment. We are already deploying the latest technology across a range of NHS corporate services, examples include:

## HR Chatbot Assistant

Collaboratively developed by AI, IT and HR professionals, our HR Chatbot Assistant is designed to provide instant, 24/7 responses to HR-related queries - ensuring employees receive support in a timely way.

The Chatbot answers questions that have traditionally been handled by Employee Services and HR teams and covers a range of subjects including recruitment, workforce systems, payroll, eLearning and HR policies.

Our solutions directly link to your organisation's policies and procedures, ensuring the information provided is always up-to-date and accurate.

By automating many elements of support for their employees, NHS organisations are already releasing capacity within HR teams that can be channelled into more value adding activities.

## GenAI for Finance

We work collaboratively with NHS Finance departments to streamline operations, reduce their administrative burden and improve financial efficiency.
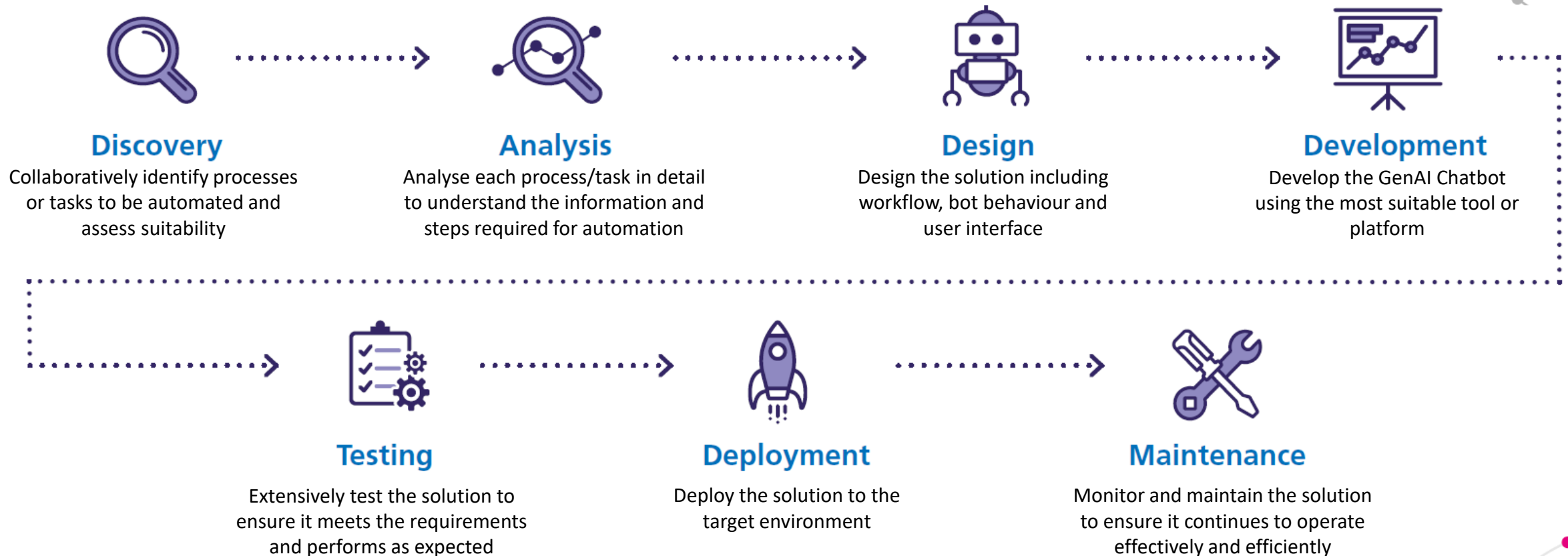
Our GenAI technologies provide a range of solutions that can drive efficiency through:

- Automating routine financial queries
- Invoice and payment processing support
- Budget monitoring and reporting
- Supporting payroll and HR finance queries
- Ensuring compliance and reducing errors
- Improving invoicing and payment processes.

By automating routine tasks, improving accuracy and enhancing financial reporting, our GenAI solutions can increase efficiency, reduce the stress on your finance team and support better financial management across NHS departments.

# Our approach

**We follow a proven 'lifecycle' approach to GenAI Chatbot development, working in close partnership with clients at each of the seven stages, to ensure solutions are fit for purpose and deliver the desired benefits.**

### Discovery
Collaboratively identify processes or tasks to be automated and assess suitability

### Analysis
Analyse each process/task in detail to understand the information and steps required for automation

### Design
Design the solution including workflow, bot behaviour and user interface

### Development
Develop the GenAI Chatbot using the most suitable tool or platform

### Testing
Extensively test the solution to ensure it meets the requirements and performs as expected

### Deployment
Deploy the solution to the target environment

### Maintenance
Monitor and maintain the solution to ensure it continues to operate effectively and efficiently

Our entry level Chatbot solutions can be designed and implemented in as little as six weeks, empowering NHS organisations to deliver rapid productivity and efficiency gains.

# The benefits available from GenAI Chatbot adoption

## 1
### Increase productivity
Streamline workflows and automate repetitive and routine tasks, releasing staff to focus on value adding duties.

## 2
### Improve employee experience
Empower employees to self-serve and take control of their needs with instant access to information anytime and anywhere.

## 3
### Deliver efficiency savings
Reduce the operational expenses related to handling basic enquiries across multiple corporate functions.

## 4
### Improve compliance
Provide consistent, accurate and up-to-date information on policies and procedures, lowering the risk of human error and ensuring adherence to laws and regulations.

## 5
### Increase collaboration
A convenient and accessible platform to communicate, share information and collaborate across employees, directorates and organisations.

## 6
### Link disparate information
Bring together and integrate disparate information sources in ways that can improve productivity and efficiency.

## 7
### Improve employee retention
Increase morale and motivation by eliminating repetitive and mundane tasks, reducing workloads, alleviating stress and creating a more supportive working environment.

# Why Arden & GEM?

**Our team is experienced in working with NHS systems and processes.**
We utilise this sector knowledge to help you understand where Chatbot technology is appropriate and which solution will work best.

**A multidisciplinary approach.**
Our 1,000+ strong workforce provides access to a range of professionals with experience in project management, process redesign, stakeholder engagement and evaluation to ensure your implementation is successful.

**We are part of a wider network of digital expertise within Arden & GEM's IT service.**
Working nationally across systems and functions means we can proactively share solutions, learning and best practice which is not only cost effective but accelerates adoption.

**We are part of the NHS family.**
We share your values, understand your operating environment and put patients before profit. As an integral part of the English health system, our support is easily commissioned via our inclusion on multiple NHS friendly procurement frameworks.

We would welcome the opportunity to talk with you about working collaboratively to explore Generative AI Chatbot opportunities for your organisation/system.

**Get in touch with us at:**

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