



AI Use and Transparency Policy

1. Our Commitment

At The Mayfield Clinic, we are committed to providing the highest standards of clinical care, professionalism, and transparency. To support the accuracy, efficiency, and quality of our service, we use carefully selected artificial intelligence (AI) tools within our clinic systems.

These technologies are used **to assist our practitioners**, not to replace them. Every clinical decision and piece of patient communication remains under the direct supervision and approval of a qualified clinician.

2. How We Use AI

- **Consultation Support:** Our clinicians may use an AI-assisted documentation system (Heidi) that records and summarises medical notes and correspondence to help ensure records are clear, accurate, and complete.
- **Correspondence Generation:** The same system may assist in drafting patient letters following consultations. These letters are always reviewed, edited, and approved by your practitioner before being finalised.
- **Administrative Efficiency:** AI may be used in limited administrative functions (e.g., appointment confirmations or reminders) to streamline communication and reduce delays.

3. What AI Does Not Do

- AI does **not** make clinical or treatment decisions.
- AI does **not** replace practitioner judgment or patient interaction.
- AI does **not** have independent access to patient data outside our secure, regulated systems.

4. Data Protection and Privacy

Your data privacy and security are paramount. All AI tools we use comply with **UK GDPR**, the **Data Protection Act 2018**, and **Healthcare Improvement Scotland** expectations.

- Data is stored securely within UK or GDPR-compliant environments.
- No identifiable data is shared with third parties for AI training or commercial purposes.
- Access is strictly limited to authorised clinic staff and healthcare professionals.

For more details, please see our Privacy Policy and Data Protection Policy.

5. Human Oversight

Every output produced by an AI system - such as consultation notes or patient letters - is **reviewed and approved by a qualified clinician** before it becomes part of your medical record or communication.

6. Questions or Concerns

We understand that AI in healthcare is new for many patients. If you have any questions about how these systems are used or how your information is managed, please contact our Clinic Manager, **Nicole Sayers**, at nicole@themayfieldclinic.co.uk.

Approved by: Dr. Nestor Demosthenous

Date: 18/9/25