

Ref. No: 2055
Date: 16/09/25
Subject: Chatbots

REQUEST

1/How many complaints has your service received about inappropriate advice from chatbots? Please list the year, a summary of the advice (e.g. advising on suicide), and their relevant person's circumstances (e.g. 17-year-old male using chatbot OR an adult female etc...).

2/ How many patients have attempted to take their lives following such inappropriate chatbot advice? Please list a summary of such an outcome. (e.g. chatbot advised on places to take their own life and suicide attempt made).

RESPONSE

MWL have not received any formal complaints relating to inappropriate advice from chatbots.