

NHS AI Prompt Cheat Sheet – Actionable Futurist Andrew Grill

For Operational Managers

Your Quick-Win Guide to AI in Healthcare Operations

Core Philosophy: Start Small, Scale Fast

This cheat sheet gives you ready-to-use AI prompts designed specifically for NHS operational managers. Copy, paste, and adapt these prompts to your Microsoft Copilot, ChatGPT, Perplexity, or other AI tools.

Key Rule: Never use real patient data in external AI tools. Use dummy data, anonymised examples, or work within your NHS-approved platforms (Copilot in Teams/Outlook is typically safe).

Category 1: Meeting Management & Administration

Prompt 1.1: Meeting Summary (Copilot in Teams)

Use during or after a team meeting

Summarise this meeting in three sections:

1. Key decisions made
2. Action items with owners and deadlines
3. Outstanding questions or issues requiring follow-up

Format the output as a structured email I can send to attendees.

Quick Win: Saves 20-30 minutes of post-meeting admin. Use immediately after your next team huddle.

Prompt 1.2: Transform Notes into Action Plan

Use after a strategy session or planning meeting

I've just completed a planning meeting. Here are my rough notes:
[paste your notes]

Create a structured action plan with:

- Priority ranking (High/Medium/Low)
- Suggested timelines for each action
- Potential risks or dependencies
- Quick wins we can achieve this week

Quick Win: Turn scattered notes into a board-ready action plan in under 5 minutes.

Prompt 1.3: Draft Meeting Agenda

Use before scheduling a team meeting

I need to run a [duration] meeting about [topic] with [attendees/roles].
The key objectives are:

1. [Objective 1]
2. [Objective 2]
3. [Objective 3]

Create a structured agenda with:

- Time allocations for each item
- Suggested facilitator for each section
- Expected outcomes
- Any pre-reading or preparation needed

Quick Win: Professional agenda in 2 minutes. No more “what should we talk about?” meetings.



Category 2: Data Analysis & Reporting

Prompt 2.1: Analyse Waiting List Data

Use with CSV export or table of data

I have the following waiting list data for [department/specialty]:
[paste anonymised data table or description]

Analyse this and tell me:

1. The three biggest pressure points
2. Trends over the last [timeframe]
3. Where capacity is most stretched
4. Specific recommendations to reduce waiting times by 10%

Present the findings in a format suitable for a senior management briefing.

Quick Win: “Where’s Wally” for your operational data. Spots patterns in seconds that would take hours manually.

Prompt 2.2: Staff Survey Analysis

Use with survey results or feedback data

I've collected staff feedback through a recent survey. Here are the responses:

[paste anonymised responses or themes]

Identify:

1. The top 5 recurring themes (positive and negative)
2. Issues that require immediate action
3. Quick wins to boost morale this month
4. Patterns by department or role (if data allows)

Suggest three practical interventions we can implement within 30 days.

Quick Win: Turn 200 survey responses into actionable themes in 10 minutes.

Prompt 2.3: Monthly Report Draft (Copilot)

Use in Outlook or Word

Draft my monthly operational performance report covering:

- Waiting times: [insert key metrics]
- Staffing levels: [insert data]
- Bed occupancy: [insert figures]
- Incidents or challenges: [brief notes]
- Achievements: [brief notes]

Format this as a professional report for [recipient], highlighting areas of concern and successes. Include an executive summary at the top.

Quick Win: First draft in 5 minutes. You refine rather than write from scratch.

Category 3: Decision Support & Planning

Prompt 3.1: Scenario Planning

Use when facing a complex decision

I'm facing a decision about [describe situation]. The options are:

Option A: [describe]

Option B: [describe]

Option C: [describe]

For each option, analyse:

1. Likely outcomes (best case, worst case, most likely)
2. Resource requirements (staff, budget, time)
3. Risks and how to mitigate them
4. Impact on patient care and staff wellbeing

Which option would you recommend and why?

Quick Win: Get a structured decision framework in seconds. You make the final call with better clarity.

Prompt 3.2: Challenge Assumptions

Use when testing a strategy or idea

I'm planning to implement [describe initiative or change].

My assumptions are:

1. [Assumption 1]
2. [Assumption 2]
3. [Assumption 3]

Play devil's advocate. What could go wrong? What am I not considering? What would make this fail? Suggest ways to stress-test each assumption.

Quick Win: Spot blind spots before they become problems. Saves costly mistakes.

Prompt 3.3: Risk Assessment Generator

Use when planning changes or new processes

We're planning to [describe change or initiative] in [department/area].

Key details:

- Timeframe: [when]
- People affected: [who]
- Resources needed: [what]

Create a risk assessment covering:

1. Clinical risks (patient safety)
2. Operational risks (workflow disruption)
3. People risks (staff resistance, capability gaps)
4. Reputational risks
5. Mitigation strategies for each risk

Present in a table format suitable for a governance meeting.

Quick Win: Draft risk assessment in 10 minutes instead of 2 hours.

Category 4: Communications & Stakeholder Management

Prompt 4.1: Transform Technical Report into Plain English

Use with complex reports or policy documents

I need to explain this [technical report/policy document] to [audience]:
[paste relevant section or summary]

Rewrite this in plain English suitable for:

- Staff with no technical background
- Patients or service users
- Senior executives (non-clinical)

Use bullet points, short sentences, and avoid jargon. Include an example to illustrate the key point.

Quick Win: Make complex information accessible. Saves endless redrafting.

Prompt 4.2: Difficult Conversation Prep

Use before a challenging meeting or feedback session

I need to have a difficult conversation with [role/context] about [issue].

The key facts are:

- [Fact 1]
- [Fact 2]
- [Fact 3]

My desired outcome is: [describe]

Help me prepare by:

1. Suggesting an opening statement that's empathetic but clear
2. Anticipating their likely reactions or objections
3. Providing responses to those objections
4. Identifying common ground we can build on
5. Drafting a closing statement that leaves the door open

Quick Win: Go into hard conversations with a plan, not just anxiety.

Prompt 4.3: Stakeholder Update Email

Use when communicating project updates

Draft an email update to [stakeholders] about [project/initiative].

Key points to cover:

- Progress since last update: [brief notes]
- Achievements: [list]
- Current challenges: [list]
- Next steps: [list]
- Support needed: [describe]

Tone should be: [professional/reassuring/urgent - pick one]

Length: no more than 250 words.

Include a clear call to action at the end.

Quick Win: Professional stakeholder update in 3 minutes.

Category 5: Learning & Development

Prompt 5.1: Policy Document Summary (NotebookLM or ChatGPT)

Use with large policy documents

Summarise this [NHS policy/guidance document] in 5 key points that are directly relevant to operational managers responsible for [your area].

Focus on:

1. What's changed from previous guidance
2. What actions we must take by [deadline]
3. What's optional vs mandatory
4. Impact on our day-to-day operations
5. Resources or support available

Write it as a briefing note I can share with my team.

Quick Win: Read a 200-page document in 10 minutes (via summary).

Prompt 5.2: Training Session Design

Use when planning team development

I need to deliver a [duration] training session on [topic] for [audience].

Learning objectives:

1. [Objective 1]
2. [Objective 2]

3. [Objective 3]

Create a session plan including:

- Ice breaker or opener (5 minutes)
- Key content sections with time allocations
- Interactive activities or discussions
- Real-world scenarios relevant to NHS operations
- Take-away resources or action items
- Closing reflection

Assume a mix of experience levels in the room.

Quick Win: Professional training plan in 15 minutes.

Prompt 5.3: Personal Development Reflection

Use after a challenging week or project

I've just completed [describe experience - project, incident, challenge].
Here's what happened:
[brief description]

Help me extract learning by answering:

1. What went well and why?
2. What could I have done differently?
3. What skills do I need to develop?
4. What would I do differently next time?
5. Who should I thank or acknowledge?

Format as a reflective note for my professional development portfolio.

Quick Win: Turn experience into structured learning in 10 minutes.

Category 6: Process Improvement

Prompt 6.1: Process Bottleneck Finder

Use when a process feels broken

Here's our current process for [describe process]:

- Step 1: [describe]
- Step 2: [describe]
- Step 3: [describe]
- [etc.]

Common complaints:

- [Complaint 1]
- [Complaint 2]

Analyse this and tell me:

1. Where the bottlenecks are
2. Which steps add no value
3. Where handoffs create delays
4. Quick improvements we can make this week
5. A redesigned process that's 30% faster

Quick Win: Spot inefficiencies you've become blind to through familiarity.

Prompt 6.2: Standard Operating Procedure (SOP) Generator

Use when documenting a process

Create a standard operating procedure (SOP) for [process name].

Context: [brief description of when and why this process is needed]

The steps are:

1. [Step 1]
 2. [Step 2]
 3. [Step 3]
- [etc.]

Format as a clear SOP document including:

- Purpose and scope
- Roles and responsibilities
- Step-by-step instructions
- Decision points or escalation triggers
- Quality checks
- Common problems and solutions

Quick Win: Document tribal knowledge before someone leaves.

Category 7: Innovation & Improvement Ideas

Prompt 7.1: Improvement Idea Generator

Use when stuck or looking for fresh approaches

I'm responsible for [describe your area/service].

Our biggest challenges right now are:

1. [Challenge 1]
2. [Challenge 2]
3. [Challenge 3]

Suggest 5 innovative but practical ideas to address these challenges.

For each idea include:

- How it works
- Resource requirements (low/medium/high)
- Timeframe to implement
- Expected impact
- One NHS organisation that's tried something similar (if you know of one)

Quick Win: Fresh perspective when your team is out of ideas.

Prompt 7.2: Pitch Your Idea to Leadership

Use when you need business case support

I want to propose [describe initiative] to senior leadership.

The problem it solves: [describe]

How it works: [describe]

Resources needed: [list]

Expected benefits: [list]

Help me create a compelling one-page business case including:

- Executive summary (3-4 sentences)
- Problem statement (why this matters now)
- Proposed solution
- Benefits (quantified where possible)
- Costs and resource requirements
- Risks and mitigation
- Implementation timeline
- Success metrics

Write it persuasively but realistically.

Quick Win: Business case first draft in 10 minutes.

The Curious Five: Your Week One Action Plan

Use these five prompts **this week** to build your AI confidence:

Monday: Improve a Document

Use Copilot to redraft a routine email or report. Compare before and after.

Tuesday: Challenge an Assumption

Use the “play devil’s advocate” prompt (3.2) on a current plan or decision.

Wednesday: Practice with Dummy Data

Use Prompt 2.1 with fictional waiting list data. Get comfortable with data prompts in a safe environment.

Thursday: Analyse Team Feedback

Use Prompt 2.2 with recent team meeting notes or informal feedback. Spot themes you might have missed.

Friday: Run a Curiosity Session

Share what you've learned with your team. Show them one prompt. Let them try. Build the habit together.

Governance & Safety Reminders

Safe Practices

- **Use dummy data** when experimenting with external tools (ChatGPT, Perplexity)
- **Use Copilot within Teams/Outlook** for NHS work (this is within your secure environment)
- **Anonymise everything** before pasting into any AI tool
- **Never include:** Patient identifiable data, staff personal details, commercially sensitive information

How to Anonymise Examples

- "Patient A, 45-year-old presenting with X" instead of real names
- "Department 1, Department 2" instead of actual ward names
- "Trust in South Wales" instead of your specific organisation

When in Doubt

Ask yourself: "Would I be comfortable seeing this in a newspaper tomorrow?"
If no → don't use it in an external AI tool.

Further Resources

 curious.click/nhs

Book: *Digitally Curious* by Andrew Grill
Available on Amazon and major retailers – curious.click/order

Website: actionablefuturist.com

Connect on LinkedIn: Search "Andrew Grill Futurist"

 **Final Thought**

“The leaders who will make the biggest difference in Welsh healthcare over the next five years are not the ones with the biggest budgets. They are the ones who are most curious.”

Start small. Share what works. Scale fast.

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