

AUTHORS

---

*Natalie Mills - 1451133*

---

Natalie Mills - 1451133

*University of Wales Trinity Saint David*

This research highlights three key factors for successful AI integration in NHS Wales: clear policy implementation, comprehensive leadership training, and continuous digital skills development. Findings emphasize the need for transparent policies to reduce uncertainty, leadership equipped with ethical reasoning, and tailored training to enhance staff confidence. Addressing these areas will support ethical AI adoption while fostering employee engagement and trust in an evolving digital landscape.