



NHS HR Copilot Agent Empowering NHS Workforce Services with AI

UK's #1 Microsoft Copilot Partner



NHS HR teams are under pressure like never before. Increasing workforce demand, rising caseloads, and tight resources make it difficult to provide timely, accurate, and policy-compliant guidance to staff. Routine queries pile up, slowing response times and reducing team capacity for strategic workforce initiatives.

The NHS HR Copilot Agent, built using Microsoft Copilot Studio, addresses these challenges head-on. By automating answers to frequently asked HR questions, the solution enhances self-service, reduces HR inbox traffic, and improves the employee experience, ensuring every member of staff has access to clear, consistent guidance when they need it.

NHS HR Challenges

HR teams are under constant pressure to deliver accurate, consistent support to employees. These common challenges highlight why an AI-driven approach is needed.

- High query volumes:**
Routine HR questions consume valuable time.
- Delayed responses:**
Slow turnaround undermines staff confidence and morale.
- Policy inconsistency:**
Varying interpretations lead to risk and confusion.
- Poor insight:**
Limited visibility into recurring queries & escalation patterns makes improvement difficult.



“ Using the NHS HR Agent we have managed to reduce our emails and calls to HR by up to 75% ”

NHS HR Agent Overview

The HR Copilot Agent provides a practical, scalable way to modernise HR service delivery. Available in two tiers, it allows organisations to start simply and grow into advanced AI capabilities as needs evolve.

Standard Version

- Surfaces HR policy content stored in SharePoint document libraries
- Responds with static, accurate answers and links to supporting documents
- Optimised for keyword-matched prompts to guide staff to the right information

Premium Version

- **AI-powered with DataVerse and AI Builder** for deep document understanding
- **Natural Language Processing (NLP)** interprets questions in everyday language, no “perfect phrasing” required
- Provides **contextual, policy-aware answers** with dynamic escalation to HR teams when needed
- Generates **analytics** to highlight query trends, policy hotspots, and training needs.



To find out how we can support your new ways of working, contact us today.

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Benefits for NHS Organisations

By streamlining routine tasks and ensuring consistency, the HR Copilot Agent helps HR teams work smarter, focus on higher-value initiatives, and deliver better outcomes for the business.

- **Operational Efficiency:** Reduces routine inbox traffic, freeing HR staff for strategic work. The Agent can help reduce emails and calls to HR by up to 75%.
- **Policy Assurance:** Delivers uniform, policy-aligned advice across departments.
- **Improved Workforce Experience:** Staff receive instant, accurate responses 24/7.
- **Scalable and Secure:** Built on Microsoft’s cloud platform with NHS-ready compliance and robust security.



Benefits for NHS Staff



Employees gain instant, clear, and policy-aligned answers to their questions, building confidence in HR processes and creating a better overall experience.

- **Instant Support:** Quick answers on policies covering absence, investigations, dress code, bullying, and more.
- **Clarity and Confidence:** Policy-aligned guidance that removes uncertainty.
- **Smooth Escalation:** Automated handoffs or clear next steps when direct HR input is needed.

Example Use Cases

Prompt

What the Agent Delivers

“Can I wear religious jewellery at work?”

Policy-compliant guidance, including infection control considerations.

“What steps must I take before commissioning a formal investigation?”

Clear, step-by-step process aligned with NHS HR protocols.

“How do I report bullying or harassment?”

Definitions, reporting routes, and available support mechanisms.

“Can you escalate this to HR?”

Automated escalation or guidance on raising a case.

Transform NHS Workforce Services with AI

The NHS HR Copilot Agent is more than a productivity tool, it's a catalyst for cultural and operational change. By providing consistent, responsive HR guidance at scale, it reduces administrative strain on HR teams, freeing them to focus on strategic workforce priorities such as recruitment, retention, and staff wellbeing.

With 24/7 access to clear, policy-aligned answers, NHS staff gain confidence in HR processes and experience fewer delays in getting the support they need. This improved employee experience translates into a more engaged, resilient workforce, one better equipped to deliver high-quality care.

Built on Microsoft's secure, NHS-compliant cloud platform, the solution is practical, scalable, and future-ready. It enables organisations to modernise their HR services incrementally while laying a foundation for broader AI adoption across workforce functions. The result? Better outcomes for staff, patients, and the organisation as a whole.

Why Choose CPS?

CPS is a Microsoft Solutions Partner with extensive experience delivering secure, compliant digital solutions for NHS organisations. We combine deep sector knowledge with technical expertise in Microsoft Copilot Studio, Power Platform, and Dynamics 365 to help HR teams transform how they work.

NHS Expertise:
Proven track record in delivering digital workforce solutions aligned to NHS standards & compliance requirements.

Microsoft Partnership:
Direct access to the latest Microsoft AI innovations, ensuring your solution is always ahead of the curve.

End-to-End Delivery:
From strategy and design to implementation, adoption, and ongoing support.

Trusted by Public Sector:
A long-standing partner to NHS trusts, ICBs, & other public sector bodies.

With CPS, you gain more than a technology solution, you gain a partner who understands the NHS workforce challenges and how to solve them with AI and automation.

Your Next Step

Take the first step towards a more efficient, consistent, and staff-friendly HR service.
Contact CPS to discuss an AI-powered HR roadmap for your NHS organisation.

Book a Discovery Session with a CPS Consultant to discuss your needs:
Call us on 01628-321321 or
Email us on hello@cps.co.uk