



Intelligent Care Navigation System

G-Cloud 15 Pricing Document

Contents

Overview of Our Services	3
X-on Health Services	3
Intelligent Care Navigation System	4
Services and Feature Pricing	6
Standard Service Offering	9
SMS Cost	9
Hardware	9
Enhanced Service offerings	9
ICNS Service Bundles	10
Training and Support Services	12
Access Optimisation Support Packages	12

Overview of Our Services

X-on Health is the UK's leading provider of digital-first access solutions for primary care, trusted by over 3,500 GP practices nationwide. With 20+ years of expertise, we provide the infrastructure, data and support to help general practices unlock the full potential of digital healthcare.

Our vision is that by 2030, our technology will enable over 40 million patients to have 75% of enquiries dealt with successfully, first time.

X-on Health have led the market in the development of its four core services:

X-on Health Services



Surgery Connect is the UK's leading Cloud-based telephony system for primary care, helping over 3,500 GP surgeries improve patient access and manage demand. It helps to eliminate the 8am rush by reducing call queues, integrates into clinical systems, automates workflows, and reduces admin pressure.



Our NHS approved digital assistant is designed to signpost and educate patients towards appropriate healthcare and community services, reducing the demand on GP surgeries and increasing the usage of the NHS app and Online Consultation tools.



Surgery Intellect, powered by TORTUS, uses ambient voice technology (AVT) to listen, transcribe and code in-person and telephone patient consultations. Surgery Intellect also generates patient medical notes and letters, to assist with the clinician's administrative tasks.



With Surgery Insights, our centralised dashboard gives practices real-time insights into patient access, digital adoption and workforce capacity. By identifying bottlenecks at surgery-level and benchmarking practice data against NHS data, GP surgeries can optimise resources and improve patient access.

Intelligent Care Navigation System

X-on Health are now delivering the digital transformation in UK Primary Care laid out in the NHS 10 Year Plan by combining these core services into a comprehensive Intelligent Care Navigation System (ICNS). The ICNS is a cloud-based SaaS solution combining cloud telephony, AI-driven voice/text (Chatbot), and clinical workflow tools to improve care efficiency and safety.

Our integrated suite of tools enables practices to deliver faster, fairer access for every patient, while reducing workload and creating more time to care. By significantly reducing administrative burden, X-on Health empowers clinicians to reclaim time for efficient, preventative care, providing both the advanced technology and the dedicated support needed to make digital transformation work.

The ICNS is a combination of our individual services that can also be procured independently or in bundles by customers in order for each customer to be able to tailor the development of their ICNS to their specific needs, priorities and existing technology stack.

These core services are supplemented by a growing range of major features which can be added to Surgery Connect or Surgery Assist. They are therefore listed as separate services in G-Cloud.

Omni Consultation

Centralises and standardises the collection of medical request through different channels. Automates medical requests via a Voice Agent or web form without waiting to speak to a member of staff.

Workflow Agents

Our AI-powered voice agents use natural language processing to understand and respond to spoken patient enquiries over the phone, handling workflow tasks like appointment management, prescription queries or general enquiries.

A range of voice agents are in development and bespoke agents can be built as required.

Over and above the class leading support provided with each service, X-on Health provide Platinum support packages so that we can actively guide customers through the development of their ICNS.

Platinum Support

The service is focused on improving surgeries operational efficiency and experiences by providing them with consultancy support to enable optimal X-on product utilisation through a dedicated 12-month support period with regular meetings, on-demand optimal configuration support, auditing of cloud telephony, and bespoke training sessions (both F2F or virtual).

Together, these services remove barriers to access, drive efficiencies across general practice, and deliver a seamless patient journey.

Services and Feature Pricing

All of our features can be included through our Intelligent Care Navigation System or the corresponding service. This breakdown details individual feature costs per patient as well as the example ICNS bundles. Price excluding VAT.

Service	Feature	Annual Price Per Patient
Surgery Connect	Phonebar	Inc.
	X-Flow	Inc.
	Clinical Integration	Inc.
	Photo Request	Inc.
	Video Calls	Inc.
	Standard Reporting	Inc.
	Check and Cancel	Inc.
	Personalised Caller Routing	Inc.
	Patient Callback	Inc.
	NHS Notify Integration	Inc.
	Voicemail Transcription	Inc.
	Website Widget	Inc.
	Advanced Cloud Based Telephony System (above inc. features)	£0.72*
Surgery Connect	Patient Callback Plus	£0.12
	Mobile App	£0.12
	Voicemail Summarisation (Class1 MHRA)	£0.05
	Surgery Led Appointments	£0.25
	Patient Led Appointments	£0.20
	Virtual Waiting Room Agent	£0.25

Service	Feature	Annual Price Per Patient
Surgery Assist	Surgery Assist National	£0.12
	Surgery Assist ICS/Federation	£0.18
	Surgery Assist Local	£0.24
	Assist Co-pilot	£0.06
	Surgery Assist + Bundle	£0.36
	Access + Bundle	£0.64
	Access ++ Bundle	£0.90
Surgery Intellect	Clinician Scribe	£0.50
	Patient Communications	£0.06
	Care Navigator Scribe	£0.60
	Care Navigator Co-pilot	£1.20
	Intelligent Triage	£2.50
Surgery Insights	Access Reporting & Benchmarking	£0.06
	Workflow Reporting	£0.12
	Predictive Analytics	£0.18
Omni Consult	OC Inbox	£0.20
	OC Inbox+	£0.30
	OC Agent	£0.30
	OC Messaging	£0.30
	OC Co-pilot	£0.40
	Full OC Bundle	£1.15

Service	Feature	Annual Price Per Patient
Workflow Agents	Appointments Agent (Inbound)	£0.40
	Signposting Agent	£0.25
	General Enquiries Agent	£0.10
	Prescription Enquiries Agent	£0.35
	Test Result Enquiries Agent	£0.25
	OC Agent	£0.30
	Full Receptionist Agent Bundle	£1.50
	Other Enquiries (non-clinical) Agent	£0.15
	Other Enquiries (Class1 MHRA) Agent	£0.30
	Appointments Agent (Outbound)	£0.40
	Reminders Agent (Outbound)	£0.60
	Full Appointments Mgt Bundle	£1.50
	Other Outbound (non-clinical) Agent	£0.30
	Other Outbound (Class1 MHRA) Agent	£1.20

Feature	Example ICNS Bundles				
	Standard	Premium	Premium +	Enterprise	Enterprise +
Annual Per Patient Pricing	£0.72*	£1.50	£2.50	£4.50	£5.50

*X-on Health are offering Surgery Connect Standard bundle to all UK public sector organisations at the over £5 million volume discount rate.

Standard Service Offering

Review our **Service Definition Document** for more details of the following.

- EPR integration: EMIS, SystemOne, Medicus, Vision
- Onboarding and Offboarding Support
- Technical Support & Helpdesk
- Training & Education (The Academy)
- Account and contract management
- User support and incident management
- Service level agreements

SMS Cost

All pricing provided excludes costs associated with the SMS fragments sent. The standard SMS fragment price is 2.28* pence per SMS fragment. SMS Bundles are available upon request.

* This is passed on SMS NHS cost price and is therefore subject to change

Hardware

Upgraded Hardware options are available upon request.

Enhanced Service offerings

See the Training and Support section for further details of enhanced offerings available.

ICNS Service Bundles

We have consolidated our most powerful features into streamlined bundles to empower practices, ICBs, and Health Boards to seamlessly adopt and benefit from intelligent care navigation.

Standard		Per Patient £0.72
What's Included?		
✓ Phonebar	✓ Check and Cancel	
✓ X-Flow	✓ Personalised Caller Routing	
✓ Clinical Integration	✓ Patient Callback	
✓ Photo Requests	✓ NHS Notify Integration	
✓ Video Calls	✓ Voicemail Transcription	
✓ Standard Reporting	✓ Website Widget	

ICNS Premium		Per Patient £1.50
What's Included?		
All STANDARD plus:		
✓ Patient Callback Plus	✓ Surgery Assist National	
✓ Mobile App	✓ Clinician Scribe	
✓ Voicemail Summarisation	✓ Access Reporting & Benchmarking	

ICNS Premium +		Per Patient £2.50
What's Included?		
All PREMIUM plus:		
✓ Surgery Led Appointments	✓ Surgery Assist ICS/Federation	
✓ Patient Led Appointments	✓ OC Inbox	
✓ Virtual Waiting Room Agent	✓ OC Agent	

ICNS Enterprise	Per Patient £4.50
What's Included?	
ALL PREMIUM + plus: ✓ Surgery Assist Local ✓ Assist Co-pilot ✓ Workflow Reporting ✓ Full OC Bundle ✓ Appointments Agent (Inbound)	

ICNS Enterprise +	Per Patient £5.50
What's Included?	
All ENTERPRISE plus All Future Enhancements inc. ✓ Full Appointments Mgt Bundle ✓ Signposting Agent ✓ General Enquiries Agent ✓ Prescription Enquiries Agent ✓ Test Result Enquiries Agent ✓ OC Agent	

These example ICNS bundles provide a baseline to what is available. We can also build bespoke bundles to match your specific operational needs. Pricing can also be provided as a per user license if required.

Training and Support Services

We offer Training & Support Services to help with bespoke configuration or training. Our day rates are as follows:

Customer Success Advisor

Day Rate - £800

Access Optimisation Support Packages

These packages utilise data-driven sessions alongside a dedicated customer success advisor, to help you to make sustainable improvements, driving better patient access and practice efficiency.

Advanced Package

£4,400

4 x quarterly consultations with an X-on representative spread across a 12-month period

- Analysis of customer specific data to include using individual practices data and present a presentation pack that includes:
- Summary of findings based on trends across the practice
- Presentation of proposed changes for improvements based on data insights (X-flow changes, Callback customisations, Personalised call routing etc)
- Introduction and access to the Academy for a choice of learning interventions to support staff at all levels.
- Data review following implemented improvements and further proposed changes for continued improvement.
- Data sharing agreement required

Premium Package

£8,400

12 x consultations with an X-on representative spread across a 12-month period.

- Analysis of customer specific data to include using individual practices data and present a presentation pack that includes:
- Summary of findings based on trends across the practice
- Presentation of proposed changes for improvements based on data insights (X-flow changes, Callback customisations, Personalised call routing etc)
- Introduction and access to the Academy for a choice of learning interventions to support staff at all levels.
- Data review following implemented improvements and further proposed changes for continued improvement.
- Data sharing agreement required