



G-Cloud Service Definition – Quantum Health



Quantium Health – Service Definition

Executive Summary

The Quantum Health platform is an AI-powered safety, experience, quality and workforce management solution that significantly improves operational efficiency and data-driven management. It has been nominated for four HSJ awards and referenced in the NHS 10 Year Health Plan.

Quantum are a leading AI consulting and technology company. We have around 2,000 staff in 14 locations across 6 countries. We partner with many NHS trusts and boards, as both a technology supplier and a strategic AI partner. This deep NHS experience is supplemented by experience in the broader UK healthcare system with Vitality Health and mydentist, and non-healthcare customers such as Asda. Global customers include major healthcare and life sciences organisations such as Pfizer, Medtronic, Johnson & Johnson, Bupa and Discovery Health, and major non-healthcare companies such as ebay, Walmart and Commonwealth Bank. As a cutting-edge AI company, we are partners with companies such as OpenAI and Anthropic.

The platform addresses critical challenges facing NHS organisations: rising complaint volumes, regulatory compliance requirements (PSIRF, LFPSE, CQC), staff capacity constraints, and the need to transform fragmented data into actionable intelligence. By automating routine tasks and surfacing patterns invisible to manual review, the Quantum Health platform enables trusts to shift from reactive response to events to proactive quality improvement and prevention.

Deployed on the NHS Federated Data Platform (FDP), it leverages existing infrastructure and aligns with NHS best practice and national priorities. Implementation typically takes just 3–4 weeks with minimal resource impact, and trusts see ROI and service improvements immediately upon go-live.

The Quantum Health platform contains three products – Q.Quail, Q.Clinical and Q.People.

Contact

Quail@quantium.com.au

Benefits

- Save 2+ FTEs by automating tasks such as complaint letter creation
- Save 2+ FTEs by automating analysis of unstructured data
- Improve patient experience through faster response and hidden insights
- Reduce patient harm and litigation risk via AI-driven pattern detection
- Improve CQC ratings with intelligent quality audits
- Spread good practice by analysing examples of great care
- Improve staff satisfaction/retention by theming and actioning survey data
- Break silos by triangulating data in unified dashboards
- Align with national standards through Federated Data Platform deployment
- Receive ROI in-year with immediate go-live benefits

Features

- Automated theme generation from safety, experience and quality data
- End-to-end AI-enabled case management for complaints, PALS, incidents, audits
- AI-generated complaint acknowledgement and response letters
- AI theming and analysis of staff survey data
- Quality and clinical audit creation and management
- Excellence reporting and appreciative inquiry management
- AI chatbot for information requests and workflow interventions
- System-wide reporting, analytics and data triangulation from disparate data sources
- System-wide action management and tracking
- Full deployment within the national Federated Data Platform

Platform

The Quantum Health platform is fully deployed within existing NHS infrastructure, typically the NHS Federated Data Platform (FDP), providing cutting-edge security and alignment with NHS England's digital strategy.

- FDP-first deployment with data sovereignty maintained within organisational tenants
- AI-powered analytics using large language models optimised for healthcare
- Cross-source data triangulation connecting data sources including complaints, PALS, incidents and surveys



- Agglomeration of structured and unstructured data and analysis with AI
- Benchmarking at organisation and national levels
- AI chatbot allowing users to request information and start workflows
- Secure user management with role based access
- Complete audit trail for regulatory compliance

Q.Quail

Case Management

- AI-driven module to improve quality. End-to-end management of incidents, PALS and complaints with AI assistance throughout the workflow
- Intelligent data capture with AI-assisted categorisation throughout
- Automated workflow management with configurable escalation rules
- Breach monitoring and deadline management
- AI-generated letter creation, such as complaint acknowledgement and response letters
- Action planning
- Duty of Candour workflow tracking
- Compliance with national initiatives for incident reporting and investigation frameworks
- System-wide action management linking recommendations to completion

Quality Audit

- Comprehensive quality audit management, enabling organisations to create, schedule and manage audits with AI assistance
- Improve CQC ratings by identifying compliance gaps and areas of low performance
- Centralised audit management replacing spreadsheets and disparate systems
- Configurable audit templates to support both local and national programmes
- AI-powered analysis identifying trends and outliers across audit results
- Automated action tracking linking audit findings to improvements
- Real-time compliance dashboards for governance reporting

Q.Clinical

Clinical Audit

- Unified dashboard to consolidate national clinical audits, including national registries such as NJR, SSNAP, National Diabetes Audit, and BAETS
- Track performance in real-time with live KPI tracking, early warning alerts and exception flagging
- Identify patterns in clinical audit data across disparate data sources

Q.People

Learning from Excellence

- Excellence reporting to enable capture of positive practice
- AI analysis identifying what makes good care happen
- Support for appreciative inquiry approaches to improvement
- Positive recognition supporting staff wellbeing and retention

Staff Survey

- Analyse NHS Staff Survey data and the NHS People Promise framework to measure staff experience
- Connects survey responses to subthemes like autonomy, workload and safety culture
- Integrates quarterly pulse surveys (QPS) to keep performance metrics relevant
- Benchmark organisational data with national data to understand positive areas and areas for improvement

HR Chatbot

- Answers employee HR questions instantly, providing consistent guidance without waiting for an HR officer
- Signposts to relevant policies, including related information the user might not have thought to ask
- Reduces HR team workload by automating routine queries so HR can focus on complex cases
- Provides analytics on HR questions being asked by the organisation's workforce

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