



Service Definition Document for G-Cloud 15

AI-Powered Patient Access Solutions
for NHS Primary Care

Lot 2b: Software as a Service (SaaS)

January 2026 | Version 1.0

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About Us

QuantumLoop Technologies Ltd is a UK-based healthcare technology company dedicated to transforming patient access in NHS primary care through artificial intelligence. Founded with a mission to solve the GP access crisis, we develop AI-powered solutions that answer every patient call instantly, reduce administrative burden on practice staff, and improve health outcomes through better access to care.

Our team combines deep expertise in healthcare operations, artificial intelligence, and NHS systems integration. We work closely with GP practices, Primary Care Networks, and Integrated Care Boards to understand the real challenges facing primary care and develop solutions that deliver measurable improvements.

Company Information

Company Name	QuantumLoop Technologies Ltd
Company Registration	15934712 (England and Wales)
Registered Office	128 City Road, London, EC1V 2NX
NHS ODS Code	N4F2E
Website	www.quantumloopai.com
NHS Patients Served	Over 1 million registered patients

Our Mission

Every patient deserves instant access to their GP surgery. Our mission is to ensure that no patient call goes unanswered, no patient waits on hold, and every interaction with their surgery is efficient, compassionate, and effective. We believe technology should enhance the human elements of healthcare, not replace them.

What the Service Is

QuantumLoopAI provides an integrated suite of AI-powered patient access solutions purpose-built for NHS primary care. Our platform answers every patient call instantly, handles hundreds of simultaneous interactions, and integrates seamlessly with existing NHS clinical systems.

The service addresses the critical access challenges facing NHS general practice, where traditional phone systems create bottlenecks, staff shortages limit capacity, and patients struggle to get through to their surgery. Our AI solutions transform this experience by providing instant, 24/7 access while reducing administrative burden on practice staff. The solution also provides a signposting capability allowing patients to elect to use alternate services (such as pharmacy first) where appropriate, reducing pressure in general practice.

All QuantumLoopAI services are underpinned by **HELIX™**, QuantumLoopAI's proprietary request orchestration and safety engine. HELIX™ provides a consistent intelligence layer across all access channels, including voice, web chat, and outbound communications, ensuring patient requests are handled in a governed, auditable, and clinically safe manner. HELIX™ manages conversation flow, structured data capture, escalation rules, and workflow routing, and is hosted within UK-based Microsoft Azure infrastructure in alignment with NHS clinical safety, information governance, and data protection requirements.

Target Market: NHS Primary Care

QuantumLoopAI is designed specifically for NHS primary care organisations, including:

- Individual GP practices (single and multi-site)
- Primary Care Networks (PCNs)
- GP Federations
- NHS Networks
- Integrated Care Boards (ICBs)
- At-scale primary care providers

Our tiered pricing structure accommodates organisations from small practices with 5,000 patients to ICB-level deployments covering 400,000+ patients, with volume discounts that make at-scale adoption commercially attractive.

EMMA: AI Inbound Call Handling

Powered by QuantumLoopAI's HELIX™ engine. EMMA is our flagship AI-powered inbound call handling solution. Named to reflect the warm, helpful nature of a trusted receptionist, EMMA answers every patient phone call immediately, engages in natural conversation, captures structured clinical information, and routes requests to appropriate practice workflows.

How EMMA Works

When a patient (or their representative) calls their surgery, EMMA answers within seconds with a warm, professional greeting. Using advanced conversational AI and natural language processing, EMMA engages the patient in a natural dialogue to understand their needs. The system asks appropriate follow-up questions, captures the request, which if clinical includes symptoms and clinical details.

EMMA creates a structured request summary containing the patient's information, reason for contact, symptoms, and urgency level. This request is then submitted directly into the surgery's clinical workflow through integration with systems such as EMIS Web, SystmOne, Accurx, or eConsult. Practice staff receive organised, complete information without needing to answer the phone, manually transcribe details or call back for clarification.

Key Capabilities

Instant Answer: Every call is answered within 10 seconds, eliminating patient wait times and engaged tones. EMMA handles unlimited simultaneous calls, so even during peak demand periods, no patient experiences a busy signal.

Natural Conversation: EMMA uses conversational AI to engage patients naturally, asking relevant follow-up questions and adapting the dialogue based on responses. Patients report that interactions feel natural and helpful.

Request Information Capture: The system differentiates between clinical and administrative requests. For clinical requests, the system captures structured clinical information including presenting complaints, symptom descriptions, duration and severity, relevant medical history, medication queries, and patient administrative details, sufficient for practice staff to make an initial assessment in the practice's e-consultation solution.

Voice-to-Text Transcription: Complete call transcripts are generated automatically and attached to patient requests, providing full documentation of the interaction for clinical and audit purposes.

Multilingual Support: EMMA supports multiple languages including English, Polish, Punjabi, Urdu, Bengali, and Gujarati, ensuring accessibility for diverse patient populations.

VIP and Safeguarding: Configurable VIP lists ensure vulnerable patients, those with safeguarding concerns, or patients with specific needs receive appropriate handling, including direct transfer to reception when required.

Signposting: The following are included within the core Request Management Product:

- Pharmacy First service based on the NHS Pharmacy First service criteria. Where appropriate, patients are offered the option of a Pharmacy First pathway, reducing GP workload while ensuring patients receive timely care.
- NHS App, where selected by the buyer, for management of repeat prescription requests and investigation results.
- Urgent and emergency care where the request includes "red-flag" symptoms. This is not clinical triage but appropriate public health messaging.

24/7 Availability: EMMA operates around the clock, capturing out-of-hours requests for next-day processing while providing appropriate signposting to urgent care services when needed.

Clinical System Integration

The Request Management System integrates with major NHS clinical and consultation management systems:

- EMIS Web: Direct integration for patient lookup and request submission
- SystemOne: Full integration including patient demographics and workflow
- Accurx: Request submission into Accurx workflow for clinical processing
- eConsult: Integration for practices using eConsult for online consultations
- Integration with other e-consultation solutions used by the Buyer is available at an additional charge.

QL Consult, QuantumLoopAI's native online consultation tool, is provided as part of the QuantumLoopAI platform and does not require third-party integration. Consultation requests submitted via QL Consult are managed through the same Request Management System as EMMA and NINA and are routed directly into existing clinical and administrative workflows using the configured clinical system integrations.

NINA: AI Website Chatbot

Powered by QuantumLoopAI's HELIX™ engine. NINA provides the same intelligent patient access capabilities as EMMA through a text-based website interface using the same Request Management technology as EMMA (less the voice to text and text to voice). Ideal for patients who prefer digital self-service, NINA offers 24/7 access to surgery services through an intuitive chatbot embedded in the practice website.

Key Capabilities

24/7 Website Access: Patients can submit requests at any time through the practice website, not limited to phone line hours.

Intelligent Conversation: Like EMMA, NINA uses natural language processing to understand patient needs and ask appropriate follow-up questions, going far beyond simple online forms.

Structured Output: Requests are captured in the same structured format as EMMA, integrating seamlessly into practice workflows.

Mobile-Responsive Design: NINA works on all devices including smartphones and tablets, ensuring accessibility for all patients.

WCAG 2.1 AA Compliant: The chatbot interface meets NHS accessibility standards, with support for screen readers and keyboard navigation.

Consistent Experience: Patients receive the same quality of interaction whether using phone (EMMA) or web (NINA), with information captured consistently for practice staff.

Use Cases

NINA is particularly valuable for:

- Patients who prefer text-based communication
- Younger demographics comfortable with digital services
- Non-urgent requests that can be submitted outside phone line hours
- Patients with hearing difficulties who may find phone calls challenging
- Patients who suffer from speech disorders.
- Complementing phone access to provide patient channel choice

MARIA: AI Outbound Calling and Messaging

Powered by QuantumLoopAI's HELIX™. MARIA is our proactive outbound communication solution, enabling practices to efficiently reach patients for appointment reminders, QOF recalls, vaccination campaigns, and patient engagement activities. MARIA combines AI voice calls with SMS messaging to maximise reach and response rates.

Key Capabilities

AI Voice Calls: Automated outbound calls using natural conversational AI, capable of engaging patients, confirming details, and capturing responses.

SMS Messaging: Bulk SMS capabilities for appointment reminders, health campaigns, and patient communications.

Campaign Management: Tools for creating, scheduling, and monitoring outreach campaigns with full reporting.

Response Capture: Automated capture of patient responses, confirmations, and requested call-backs.

Batch Processing: Efficient handling of large patient cohorts for recalls and campaigns.

Scheduling: Campaign scheduling to optimise contact times and avoid unsocial hours.

Use Cases

Appointment Reminders: Automated reminders to reduce DNA rates, with options for patients to confirm, cancel, or request rebooking.

QOF Recalls: Proactive outreach for chronic disease management reviews, health checks, and quality outcome measures.

Vaccination Campaigns: Mass communication for seasonal flu, COVID-19, and other vaccination programmes.

Health Screening: Patient engagement for cervical screening, bowel cancer screening, and NHS Health Checks.

Medication Reviews: Outreach for annual medication reviews and prescription queries.

Practice Communications: General practice announcements, service changes, and patient information.

QL Consult

QL Consult is QuantumLoopAI's optional online consultation tool, enabling patients to submit structured clinical and administrative requests through guided digital interaction. QL Consult forms part of the QuantumLoopAI platform and operates using the same HELIX™ request orchestration and safety engine as EMMA, NINA, and MARIA, ensuring consistent governance, structured data capture, escalation logic, and workflow routing across all patient access channels.

Unlike static online forms, QL Consult engages patients in a conversational interaction that adapts based on patient responses, capturing comprehensive, structured information aligned to practice-defined pathways. The tool supports both clinical and administrative consultations and does not provide diagnosis or medical advice. All interactions are governed by NHS-aligned safety controls and operate within locally configured escalation and safeguarding rules.

QL Consult integrates directly with existing practice workflows and clinical systems, allowing structured consultation data to be routed alongside telephone and chatbot requests without duplication. This enables practice staff to manage inbound patient contact through a single, unified request management model, reducing reliance on multiple disconnected access and consultation tools. QL Consult can be implemented alongside core patient access services or enabled as an additional capability, depending on local practice requirements.

Practices may choose to use QL Consult as their primary online consultation capability or continue to use third-party solutions such as Accurx or eConsult, with all requests managed through the same Request Management System. This approach allows organisations to adopt QL Consult at their own pace without disrupting established clinical workflows.

Benefits

Benefits for Patients

- Instant access: calls answered within 10 seconds, eliminating wait times
- No engaged tones: unlimited simultaneous call handling
- Channel choice: access via phone (EMMA), web (NINA), or receive outreach (MARIA)
- 24/7 availability: submit requests outside traditional opening hours
- Telephone access helps to address digital inequalities for online-only solutions
- Multilingual support: accessible to diverse patient populations
- Reduced anxiety: patients feel heard and confident their request is being processed

Benefits for Practice Staff

- Reduced phone pressure: up to 95% reduction in calls reaching reception
- Better quality information: structured, complete requests with clinical details
- Time savings: 27+ hours per week of staff time saved in typical practices
- Improved wellbeing: significant reduction in verbal abuse and patient frustration
- Staff retention: practices report zero turnover following implementation
- Focus on patients: more time for face-to-face patient care
- Automated signposting helping with demand management.

Benefits for Practice Management

- Operational efficiency: handle increasing demand without additional staff
- Demand visibility: analytics showing true demand patterns and patient needs
- Access compliance: meet NHS England access standards and ICB requirements
- Campaign effectiveness: improve QOF achievement and vaccination uptake
- Cost predictability: fixed per-patient pricing with no hidden charges

Features

EMMA Features Summary

Feature	Description
Instant Call Answer	Every call answered within 10 seconds
Unlimited Capacity	Handle unlimited simultaneous calls
Natural Language AI	Conversational interaction using advanced NLP
Clinical Information Capture	Structured symptom and request capture
Voice-to-Text Transcription	Complete call transcripts attached to requests
EMIS Integration	Direct integration with EMIS Web
SystemOne Integration	Full integration with SystemOne
Accurx Integration	Request submission to Accurx workflow
eConsult Integration	Support for eConsult users
Multilingual Support	English, Polish, Punjabi, Urdu, Bengali, Gujarati
VIP/Safeguarding Lists	Configurable handling for vulnerable patients
Emergency Signposting	999/A&E guidance for emergencies
Pharmacy First	Community pharmacy referral pathway
24/7 Operation	Round-the-clock availability
Number Porting	Main line number porting and hosting included
Analytics Dashboard	Real-time reporting and insights

NINA Features Summary

Feature	Description
Website Chatbot	Embedded AI chatbot for practice websites
24/7 Availability	Accept requests any time, day or night
Intelligent Conversation	Natural language understanding and follow-up
Structured Output	Same format as EMMA for consistent workflows
Clinical System Integration	EMIS, SystemOne, Accurx, eConsult
Multilingual Support	English, Polish, Punjabi, Urdu, Bengali, Gujarati +others
Mobile Responsive	Works on smartphones, tablets, and desktops
WCAG 2.1 AA Compliant	Meets NHS accessibility standards
Easy Embedding	Simple integration into existing practice websites
Brand Customisation	Configurable colours and branding
Analytics Dashboard	Real-time reporting and insights

MARIA Features Summary

Feature	Description
AI Voice Calls	Automated outbound calls with conversational AI
SMS Messaging	Bulk SMS for reminders and campaigns
Multilingual Support	English, Polish, Punjabi, Urdu, Bengali, Gujarati
Campaign Management	Create, schedule, and monitor campaigns
Appointment Reminders	Automated reminders to reduce DNA rates
QOF Recalls	Proactive outreach for chronic disease management
Vaccination Campaigns	Mass communication for vaccination programmes
Response Capture	Automated capture of patient responses
Scheduling	Campaign scheduling for optimal contact times
Batch Processing	Efficient handling of large patient cohorts
Reporting	Campaign performance analytics and reporting

Continuous Improvement

QuantumLoopAI is committed to continuous improvement and innovation. We maintain an active development programme with regular releases that enhance functionality, improve user experience, and respond to customer feedback and evolving NHS requirements.

Our product development approach includes:

- Regular software updates deployed seamlessly without service disruption
- Ongoing enhancements to AI capabilities and natural language understanding
- Expansion of clinical system integrations based on customer requirements
- Additional language support to serve diverse patient populations
- Enhanced reporting and analytics capabilities
- Alignment with NHS policy developments including Pharmacy First and Modern General Practice Access

Customers receive all software updates and new features as part of their subscription at no additional cost. Our Customer Success team keeps customers informed of new capabilities and provides support for adoption of new features.

Interoperability and Integration

QuantumLoopAI integrates seamlessly with major NHS clinical systems, ensuring that patient requests flow directly into existing practice workflows without manual re-entry or duplicate systems.

Clinical System Integrations

System	Integration Capabilities
EMIS Web	Patient demographics lookup, request submission, appointment booking, task creation
SystemOne	Full integration for patient lookup, workflow submission, and clinical integration
Accurx	Direct submission into Accurx patient triage workflow
eConsult	Integration for practices using eConsult for patient requests
Other e-consultation solutions	Available on request. May attract an additional charge.

NHS Infrastructure

QuantumLoopAI integrates with NHS infrastructure services including:

- Personal Demographics Service (PDS) for patient verification
 - Registered practice validation
 - NHS number validation
- Care Identity Service 1 (CIS1)
For user authentication for direct EMIS and SystemOne integration.

Data Standards

Where appropriate, data exchange uses NHS-standard formats and coding:

- SNOMED CT coding for clinical information
- NHS data dictionary compliance
- HL7 FHIR support for interoperability

Patient Experience and Accessibility

Accessibility Standards

QuantumLoopAI is committed to ensuring our services are accessible to all patients, including those with disabilities. Our patient-facing solutions comply with WCAG 2.1 AA accessibility standards.

WCAG 2.1 AA Compliance

NINA, our website chatbot, has achieved WCAG 2.1 AA compliance as per our published accessibility statement. The interface supports:

- Screen reader compatibility
- Keyboard-only navigation
- Sufficient colour contrast ratios
- Resizable text without loss of functionality
- Clear, simple language

Voice Accessibility (EMMA)

EMMA provides an accessible voice interface for patients who may find digital channels challenging:

- Clear, patient speech with appropriate pacing
- Ability to repeat information on request
- Multilingual support for non-English speakers
- VIP handling for patients requiring additional support

NHS Service Standard Alignment

Our solutions align with NHS England Service Standards and the NHS Service Manual for design consistency. We follow Mobile/Tablet First Design principles and use simple language with large clickable targets.

Onboarding and Offboarding Support

Implementation, Training and Onboarding

QuantumLoopAI provides comprehensive implementation support to ensure a smooth transition and rapid time-to-value. Our typical implementation timeline is 3-4 weeks from contract signature to go-live.

Implementation Timeline

Week	Activities
Week 1	Project kick-off, technical requirements gathering, clinical system access setup
Week 2	System configuration, conversation flow customisation, integration testing
Week 3	Staff training (video-based, self-paced), user acceptance testing
Week 4	Number porting (EMMA), go-live, hypercare support period

Training Provision

Training is provided through:

- Video-based training modules (self-paced, accessible 24/7)
- Live onboarding sessions with our Customer Success team
- Documentation and user guides
- Ongoing access to support resources

Trial Period

A trial period is available by arrangement, allowing practices to evaluate the service before committing to a full contract. Trial terms are agreed on a case-by-case basis.

Offboarding Support and Exit Plan

In the event of non-renewal or contract termination, QuantumLoopAI provides structured offboarding support to ensure continuity of patient care and orderly transition. Our standard exit plan includes:

- 90-day notice period for orderly transition planning
- Export of all customer data in standard formats
- Number porting back to customer or new provider (EMMA)
- Secure deletion of data following transition
- Transition support from Customer Success team

A detailed exit plan template is provided in Appendix 1.

After-Sales Support

Account and Contract Management

Each customer is assigned a dedicated Account Manager from our Customer Success team who serves as the primary point of contact throughout the contract lifecycle. The Account Manager is responsible for:

- Ensuring continuing customer satisfaction
- Regular service reviews (quarterly for standard contracts)
- Escalation point for complex issues
- Communication of product updates and new features
- Contract renewal management

Reporting and Dashboards

QuantumLoopAI provides comprehensive reporting through our analytics dashboard:

- Real-time call and interaction volumes
- Request categorisation and routing analytics
- Patient satisfaction metrics
- Campaign performance reporting (MARIA)
- Trend analysis and demand patterns
- Data export capabilities for local analysis

For PCN and ICB deployments, aggregated reporting across multiple sites is available.

User Support, Incident Management and SLAs

Support Channels

Technical support is available through:

- Online support portal with ticket tracking
- Email: support@quantumloopai.com
- Documentation and knowledge base

Support Hours

Standard support is available Monday to Friday, 08:00 to 18:00 (excluding England and Wales public holidays). Critical issues affecting service availability are monitored 24/7 with automated alerting.

Service Level Agreement

Priority	Description	Response	Resolution
Critical	Complete service outage	60 minutes	4 hours
Major	Significant degradation	2 hours	8 hours
Minor	Limited impact issue	4 hours	3 business days
Low	General enquiries	1 business day	5 business days

Service Availability

QuantumLoopAI commits to 99.9% monthly service availability. Service credits are provided for availability below this target:

Monthly Availability	Service Credit
99.0% to 99.9%	1% of monthly fees
98.0% to 99.0%	2% of monthly fees
Below 98.0%	4% of monthly fees
Maximum credit per month	10% of monthly fees

Quality Management Systems

Clinical Safety

QuantumLoopAI maintains robust clinical safety processes in accordance with NHS requirements. Our Clinical Safety team has extensive experience working across health and social care and are digital safety experts.

DCB0129 Compliance

QuantumLoopAI is compliant with DCB0129: Clinical Risk Management - its Application in the Manufacture of Health IT Systems. We maintain:

- Clinical Safety Management System (CSMS)
- Clinical Risk Management Plan
- Hazard Log documenting identified risks and mitigations
- Clinical Safety Case Report
- Appointed Clinical Safety Officer

DCB0160 Support

We support customer compliance with DCB0160: Clinical Risk Management - its Application in the Deployment and Use of Health IT Systems. Implementation services include clinical safety assessment support and Hazard Log templates for deploying organisations. End user training materials are provided where training controls have been identified.

Medical Device

QuantumLoopAI Request Management System (EMMA, NINA, MARIA) is registered as a class 1 medical device. The Company has an eQMS and operates to ISO13485.

HELIX™, the request orchestration and safety engine underpinning the QuantumLoopAI platform, plays a central role in supporting clinical safety across all patient interactions. HELIX™ enforces consistent safety rules, escalation pathways, and validation checks across voice, web chat, outbound communications, and online consultation requests. All interactions processed through HELIX™ are logged and auditable, supporting clinical risk management, incident investigation, and compliance with DCB0129 and DCB0160 requirements.

Digital Technology Assessment Criteria (DTAC)

QuantumLoopAI has completed the NHS Digital Technology Assessment Criteria (DTAC) assessment, demonstrating compliance with NHS standards for:

- Clinical safety (C1)
- Data protection (C2)
- Technical security (C3)
- Interoperability criteria (C4)
- Usability and accessibility (D1)

Certifications and Accreditations

Standard	Status
ISO 27001	Compliant, Pending Certification

Cyber Essentials Plus	Certified
NHS DSPT	Standards Met (ODS Code: N4F2E)
DTAC	Compliant
DCB0129	Compliant - Clinical Risk Management (Manufacture)
DCB0160	Support provided for deploying organisations

Technical Requirements

Customer Requirements

QuantumLoopAI is delivered as a fully managed cloud service. Customer technical requirements are minimal:

For Practice Staff (All Services)

- Internet connection (standard broadband)
- Modern web browser (Chrome, Edge, Firefox, Safari - latest two versions)
- Access to practice clinical system (EMIS Web or SystmOne) or e-consultation solution such as Accurx.

For EMMA (Inbound Calls)

- Existing main telephone number (ported to QuantumLoopAI)
- No on-premise telephony equipment required

For NINA (Website Chatbot)

- Ability to embed JavaScript snippet on practice website
- Compatible with WordPress, NHS.UK, and custom websites

For Patients

- EMMA/MARIA: Any telephone (landline or mobile)
- NINA: Smartphone, tablet, or computer with internet access

Service Constraints and Considerations

Hosting

QuantumLoopAI is hosted on Microsoft Azure UK data centres (UK South and UK West regions), ensuring all data is stored within UK jurisdiction. As a cloud-first solution, there is no planned downtime, with platform updates deployed seamlessly. Certain sub-processors are based outside of the UK. These sub-processors process the data statelessly, retain no request data and do not use request data to train their underlying LLMs.

Maintenance

Product updates and improvements are released continuously through a self-update function built into our system. Releases are programmed to ensure no disruption to service users. No extended maintenance windows are required.

Dependencies

The service depends on:

- Internet connectivity from customer premises
- Clinical system availability (EMIS, SystmOne)
- Telephony network availability (for EMMA)
- Patient internet connection for NINA.

Data Security and Information Risk

Information Governance

QuantumLoopAI has a dedicated Security and Privacy Team that supports the business and customers on information governance and security. We maintain a suite of public IG and security resources available to customers.

NHS Data Security and Protection Toolkit

QuantumLoopAI exceeds the standards of the NHS Data Security and Protection Toolkit (DSPT). Our current assessment status is "Standards Exceeded" under ODS Code N4F2E.

Data Processing

Data Location	Microsoft Azure UK (UK South, UK West)
Encryption in Transit	TLS 1.2 minimum
Encryption at Rest	AES-256
Call Recording Retention	30 days standard (configurable)
Data Processing Role	Data Processor (customer remains Controller)

DPIA

A Data Protection Impact Assessment (DPIA) template is available on request to support customer compliance with UK GDPR requirements.

Business Continuity and Disaster Recovery

Infrastructure Resilience

QuantumLoopAI is hosted on Microsoft Azure with built-in resilience:

- Multi-availability zone deployment
- Automatic failover for critical components
- Geographic redundancy within UK
- 24/7 infrastructure monitoring

Backup and Recovery

Backup Frequency	Daily incremental, weekly full
Recovery Time Objective (RTO)	4 hours
Recovery Point Objective (RPO)	24 hours maximum data loss
Backup Testing	Quarterly restore testing

Incident Management

Automated monitoring and alerting enables rapid response to any service degradation or security events. Our incident management process includes:

- 24/7 automated monitoring of service health
- Immediate alerting to on-call engineers
- Documented incident response procedures
- Post-incident review and continuous improvement

Pricing Overview

Full pricing details are provided in the separate G-Cloud 15 Pricing Document. A summary of the pricing structure is provided below.

Pricing Model

Pricing is based on registered patient population, with volume discounts applied through tiered pricing. This structure accommodates individual GP practices, Primary Care Networks, Federations, and Integrated Care Boards.

- Per patient, per month pricing
- Six volume tiers from individual practices to ICB-scale deployments
- Bundle discounts for combined EMMA, NINA, and MARIA services
- 5% G-Cloud framework discount applied automatically
- Additional 5% discount for annual upfront payment

What is Included

The following are included within the subscription pricing at no additional cost:

- Main line number porting and hosting (EMMA)
- All SMS messaging within fair usage policy
- Clinical system integration (EMIS Web, SystmOne)
- Consultation tool integration (Accurx, eConsult, etc.)
- Analytics and reporting dashboards
- Software updates and continuous improvement
- Standard support during business hours
- Multilingual capability

Contract Terms

Minimum Contract Term	12 months
Maximum Contract Term	Up to 5 years (subject to G-Cloud framework)
Payment Terms	Monthly in advance; annual payment available
Price Guarantee	Fixed for duration of call-off contract
Notice Period	90 days before contract end date

Environmental and Social Value

Environmental Commitment

QuantumLoopAI is committed to minimising our environmental impact. As a cloud-based SaaS provider, our services enable NHS organisations to reduce their environmental footprint by eliminating the need for on-premise infrastructure and reducing patient travel through improved remote access.

Our hosting infrastructure on Microsoft Azure benefits from Microsoft's commitment to being carbon negative by 2030 and running on 100% renewable energy. We maintain a Carbon Reduction Plan in accordance with PPN 06/21 requirements.

Social Value

QuantumLoopAI delivers significant social value to NHS organisations and patients:

Improved Patient Access

By answering every patient call instantly, we improve access for all patients, particularly those who may struggle with traditional phone systems or digital-only alternatives. Our multilingual support ensures equitable access for diverse communities.

Reducing Health Inequalities

Instant access to GP services helps ensure timely care for all patients, regardless of their ability to wait on hold or navigate complex booking systems. This particularly benefits elderly patients, those with disabilities, and patients from disadvantaged communities.

Supporting NHS Workforce

By reducing phone pressure and administrative burden, QuantumLoopAI helps address workforce challenges in primary care. Practices report improved staff wellbeing, reduced turnover, and more time for patient-facing care.

Protecting Jobs

Our solutions augment rather than replace staff. Practices implementing QuantumLoopAI have not made redundancies; instead, staff are redeployed to higher-value activities including patient care.

Modern Slavery Statement

QuantumLoopAI is committed to ensuring that there is no modern slavery or human trafficking in our supply chains or any part of our business. Our Modern Slavery Statement is available on request.

Testimonials and Case Studies

Dr Yasin Surgery, South Ockendon, Essex

Dr Yasin Surgery serves 6,000 patients in South Ockendon, Essex. Before implementing EMMA, the practice experienced 25-30 minute patient wait times and 15-20% call abandonment rates.

Results

- 100% of calls answered instantly
- Wait times reduced from 25 minutes to 10 seconds
- 80% reduction in reception workload
- 27+ hours per week of staff time saved
- Implementation completed in 24 hours
- Zero staff redundancies

"I've asked staff if they want the system switched off, and the answer is always no."

- Ahmed, Practice Manager

Conisbrough Group Practice, South Yorkshire

Conisbrough Group Practice serves 12,000 patients in South Yorkshire. Before EMMA, the practice suffered from 18-minute average wait times, 1,523 unanswered calls per month, and daily verbal abuse of reception staff.

Results

- Wait times reduced from 18 minutes to 10 seconds
- 95% reduction in calls reaching reception (530 to 25 daily)
- Zero staff turnover since implementation (vs. 4 departures in prior 12 months)
- Verbal abuse reduced from daily to 2-3 times per week
- 1.8% of calls redirected via Pharmacy First
- VIP safeguarding for elderly and impaired patients

"People feel more in control... the information we're getting is of better quality because EMMA asks the questions... it's just been a game changer. Don't take EMMA off us."

- Bex Cottey, Practice Manager

Contact Details

Company	QuantumLoop Technologies Ltd
Registered Office	128 City Road, London, EC1V 2NX
Company Number	15934712
NHS ODS Code	N4F2E
Website	www.quantumloopai.com
Sales Enquiries	sales@quantumloopai.com
Partnerships	partnerships@quantumloopai.com
Support	support@quantumloopai.com
Telephone	07951 440 450

Case Study Links

Dr Yasin Surgery: <https://www.quantumloopai.com/case-study/dr-yasin-surgery>

Conisbrough Group Practice: <https://www.quantumloopai.com/case-study/conisbrough-group-practice>

Appendix 1: Example Exit Plan

This appendix provides a template exit plan for use when transitioning away from QuantumLoopAI services.

Exit Plan Overview

Phase	Activities
Notice (Day 0)	Customer provides 90-day written notice of non-renewal
Planning (Days 1-14)	Joint transition planning meeting; identify data export requirements; agree timeline
Data Export (Days 15-45)	Export of customer data in agreed formats; provision of call recordings if required
Number Porting (Days 46-75)	Initiate number porting to customer or new provider; coordinate with carriers
Parallel Running (Days 76-85)	If applicable, parallel running with new solution; validation of data transfer
Cutover (Day 86-89)	Final switchover; service termination; confirmation of data deletion
Completion (Day 90)	Exit complete; final documentation provided; data deletion certificate issued

Data Export

Upon request, QuantumLoopAI will export customer data in the following formats:

- Interaction logs: CSV or JSON format
- Call recordings: MP3 format (if retained)
- Analytics data: CSV or Excel format
- Configuration settings: Documentation provided

Number Porting (EMMA)

For customers using EMMA with a ported telephone number:

- QuantumLoopAI will initiate porting to customer's nominated carrier
- Standard porting timeline is 10-15 working days
- Customer must provide Letter of Authority (LOA) for porting
- EMMA service continues until port completion to avoid service gap

Data Deletion

Following successful transition and confirmation from the customer:

- All customer data is securely deleted within 30 days
- Deletion certificate provided on request
- Backup data purged in accordance with retention policies

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