LOCUMMEDS

AI Reception

AI phone receptionist for NHS general practice

Every call answered. *Every word written down.*

LocumMeds AI Reception answers your surgery's phone 24 hours a day — taking appointment requests and messages word for word, signposting emergencies to 999 and alerting your team — so the 8am queue never forms and your staff get their phones back.

CALL OUR AI RECEPTIONIST NOW

020 3910 9264

It will tell you about itself and show you how it would answer your own practice's phone.

24/7

Evenings, weekends and bank holidays

£279 + VAT

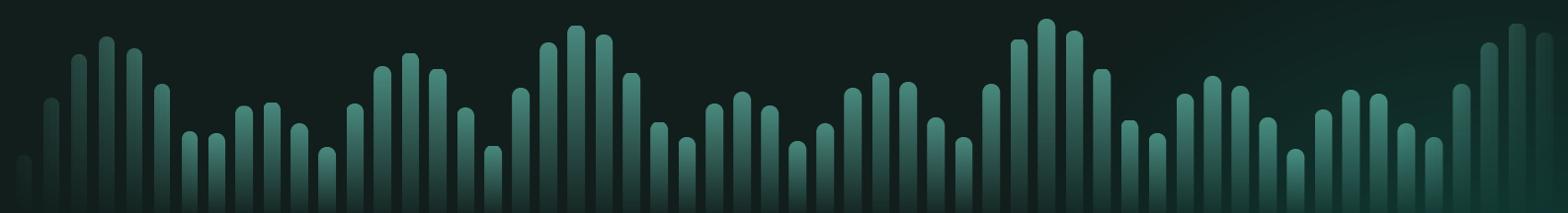
Per month, published. First 30 days free.

DCB0129

Clinical safety case approved and signed by our GP Clinical Safety Officer

NHS DSPT

Standards Met 2026-27 (ODS C0D8R) · ICO registered ZB279227



WHY PRACTICES CHOOSE US

A receptionist that never puts a patient on hold.

Divert your existing number to us — all day, out of hours, or only when the queue overflows. Patients dial the number they have always dialled.

ALWAYS ON

24/7, including evenings, weekends and bank holidays

Every call picked up, whether the surgery is open or closed.

NO QUEUE

10 calls at once

The 8am rush is answered in parallel — no engaged tone, no hold music.

LANGUAGES

18 languages

Callers can speak their own language; safety messages are given in the caller's language, then English.

VOICE

Natural British voice, with consented cloning

Optionally, a clone of a real voice — such as your own receptionist — made only with that person's consent.

STAFF CONTROL

Live dashboard and one-click take-over

Watch calls live with transcript and caller card; take over and hand back in one click, or transfer to any number you choose.

PHONE SYSTEM

Works with any phone system

By call divert from any system that forwards to an outside number — X-on, Daisy, Gamma Horizon, BT, RingCentral. No new hardware.

CLINICAL SYSTEM BOOKING

Direct booking into SystmOne and EMIS — via Hero Health

Through our partnership with Hero Health, the NHS-assured integration partner for SystmOne and EMIS, direct booking into the appointments you release is set up as part of your onboarding. Until it is switched on for your practice, appointment requests arrive pre-filled for your team.

PRICING

£279

+ VAT / practice / month

- Published price, no per-minute charges
- First 30 days free
- No set-up fee
- Onboarding, training and support included

TRUST & SAFETY

Built for NHS general practice — safety and governance first.

Exactly where we stand, in plain English: what is done, and what is still in progress.

CLINICAL SAFETY

Administrative only — never medical advice

It answers the phone for your reception team and never assesses symptoms.

- ✓ DCB0129 clinical safety case approved and signed by our Clinical Safety Officer, a practising GP (GMC-registered).
- ✓ Hazard log and clinical risk management plan maintained.
- ✓ Every call opens with 999/111 signposting.
- ✓ Possible emergencies get a fixed 999 message and an on-screen staff alert while the caller is still on the line.
- ✓ Safeguarding concerns flagged instantly.

DATA PROTECTION

Your patients' records, stored in the UK

We act as your data processor, with the paperwork your DPO will ask for.

- ✓ ICO registered, ZB279227 (**verify on ICO register**).
- ✓ Data Protection Impact Assessment (DPIA) and Data Processing Agreement (DPA) provided to your DPO.
- ✓ Call recordings and patient records stored in the UK (London).
- ✓ Live-call processing by specialist providers under the UK International Data Transfer Addendum, each with a signed data processing agreement.
- ✓ Retention 12 months by default, configurable by your practice; erasure on request.

NHS ASSURANCE

Assurance documents, ready to share

- ✓ DTAC (Digital Technology Assessment Criteria) submission prepared and available to practices on request.
- ✓ NHS Data Security and Protection Toolkit (DSPT) 2026-27: Standards Met, published 3 October 2026 (ODS code C0D8R) — verify at **dsptoolkit.nhs.uk/OrganisationSearch/C0D8R**.
- ✓ Information governance and security policies approved (v1.0, Oct 2026).

SECURITY

Assessed, fixed, and tested again

- ✓ Full internal security assessment completed Sept 2026, with all findings fixed.
- ◌ Independent external penetration test being scheduled with a CREST-accredited firm. IN PROGRESS
- ✓ Two-factor authentication for staff, role-based access, practice-isolated data, encrypted in transit.

STAFF CONTROL

Your team can step in at any moment

- ✓ Live call dashboard with transcript and caller card.
- ✓ One-click take-over and hand-back.
- ✓ Transfer to any number you choose.

Our DPIA, DPA, DTAC submission and clinical safety summary are available to your practice on request: **AI-Receptionist@locummeds.co.uk** (subject “Governance pack request”).

We do not display certifications we do not hold, or any NHS, CQC or ICO logos. Independent supplier; not an endorsement.

HOW WE COMPARE

A side-by-side, from public information.

	LOCUMMEDS AI RECEPTION	EMMA (QUANTUMLOOP AI)
Pricing	£279 + VAT per month, published. First 30 days free. No set-up fee.	Not published — quoted on request, annual pricing[1]
Hours	24/7, including evenings, weekends and bank holidays	Described in practice accounts as running during surgery hours[2]
Staff take-over	Yes — one click from a live dashboard with caller card	Transfer to staff when the caller asks[1]
Voice	Natural British voice; optional consented voice cloning (e.g. your own receptionist)	No voice cloning published[1]
Languages	18 languages, safety messages in the caller's language then English	'Over 10' / '17 besides English' (vendor statements)[1] [3]
Phone system	Any system that forwards to an outside number, incl. X-on, Daisy, Gamma Horizon, BT, RingCentral	Works with existing telephony[1]
Clinical role	Administrative only; never triages or gives medical advice	Triages clinical and admin requests; MHRA Class I medical device[1]
Clinical systems	Requests pre-filled in your dashboard; EMIS and SystmOne booking via Hero Health	Passes requests to your online consultation tool, e.g. Accurx[1]
NHS assurance	DCB0129 signed by a GP CSO; DSPT Standards Met 2026-27; ICO registered; DTAC submission prepared	States DTAC, DSPT, Cyber Essentials Plus, CREST pen testing; on the CCS AI framework[1]

[1] quantumloopai.com product and helpdesk pages, accessed October 2026.

[2] Rory Cellan-Jones, "Dear AI Emma, you're fired", 20 May 2026 (rorycellanjones.substack.com).

[3] Statement to BBC News reported August 2026.

Comparison based on publicly available information as of October 2026. EMMA is a trademark of its owner. Corrections welcome.

THE COMPANY

Supporting GP surgeries since 2012

Company	**Medical Locum Recruitment Limited, trading as Locum Meds**
Company no.	**10634499**
ICO registration	**ZB279227**
Address	**Iveco House, Suite 1.24, Station Road, Watford WD17 1ET**
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HEAR IT FOR YOURSELF

020 3910 9264

Call our AI receptionist now — it will tell you about itself and show you how it would answer your own practice's phone.

Book a demo: **locummeds.co.uk/ai-receptionist**
Email: **AI-Receptionist@locummeds.co.uk**