

**You must provide** answers (as a separate document) to the following questions which have been raised by shortlisters when reviewing your initial application:

**Question:** Would there be regular updates and improving of the AI software?

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**Response:** Yes. We provide regular updates and improvements of our AI technology in various ways including:

- Clinical content updates in line with guidance
  - Our in-house clinical team continuously monitor transcripts and guidelines
  - We are also continuously collecting user and customer feedback related to regional variations in guidelines
- Continuous improvement and retraining of the AI system
  - Our team continuously monitors transcripts to retrain and improve the AI system
  - Users can also flag up AI responses which go directly through to our team, helping to retrain the system