



Babylon GP at hand

Progress to date

April 2019

Executive summary

What is Babylon GP at hand?

- The leading digital-first NHS GP practice, powered by Babylon technology
- Over 46,000 registered members, with thousands more joining each month
- Digital-first approach significantly improves the value to people using the service, as well as to the NHS

What makes it a high-quality service?

- Babylon GP at hand brings together Babylon's artificial intelligence and clinical expertise to provide a service that is safe, clinically effective and highly accessible – 24/7/365
- Unlike traditional general practice, the default is to cater for each individual's needs digitally, with in-person consultations only where necessary

Babylon GP at hand is the leading digital-first NHS primary care service

- NHS GP appointments available on a smartphone within 2 hours, 24/7 – free at the point of need
- Members switch to Babylon GP at hand, automatically de-registering from their existing practice
- Payment follows the patient, largely based on age/sex adjusted capitation
- Babylon GP at hand holds a GMS contract with the NHS, and has a technology partnership with Babylon



Commissioners



babylon
GP at hand

NHS GP Partnership

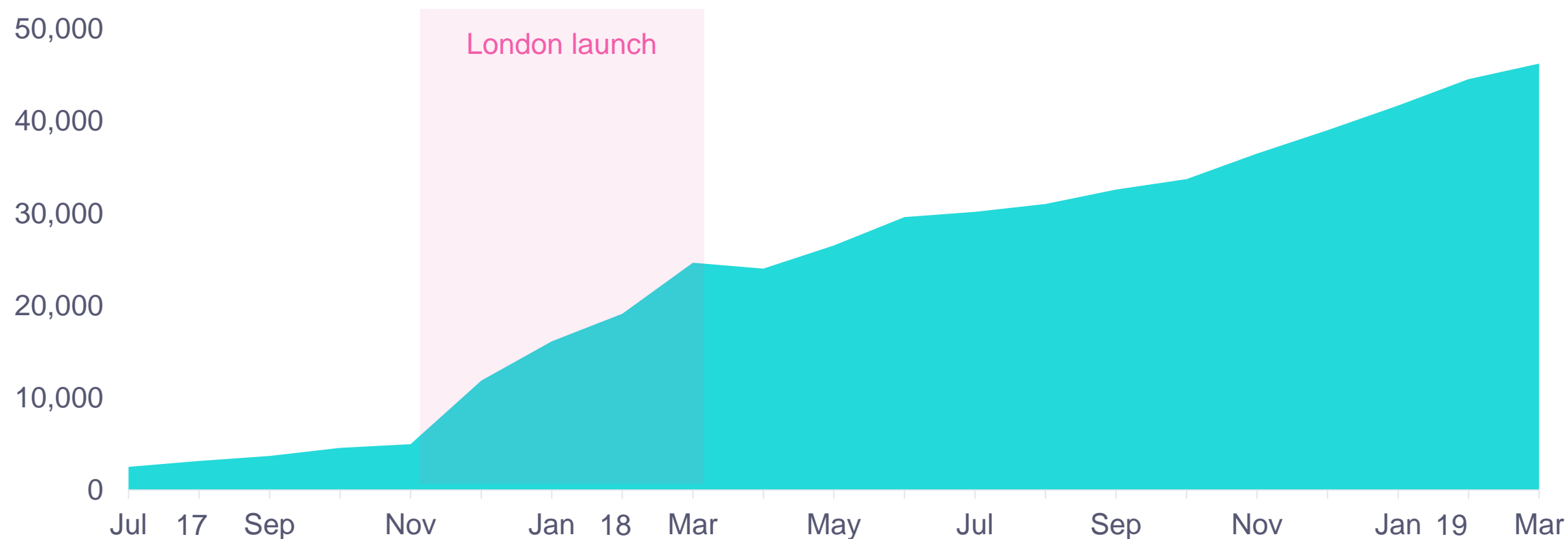


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Provides technology and clinical services

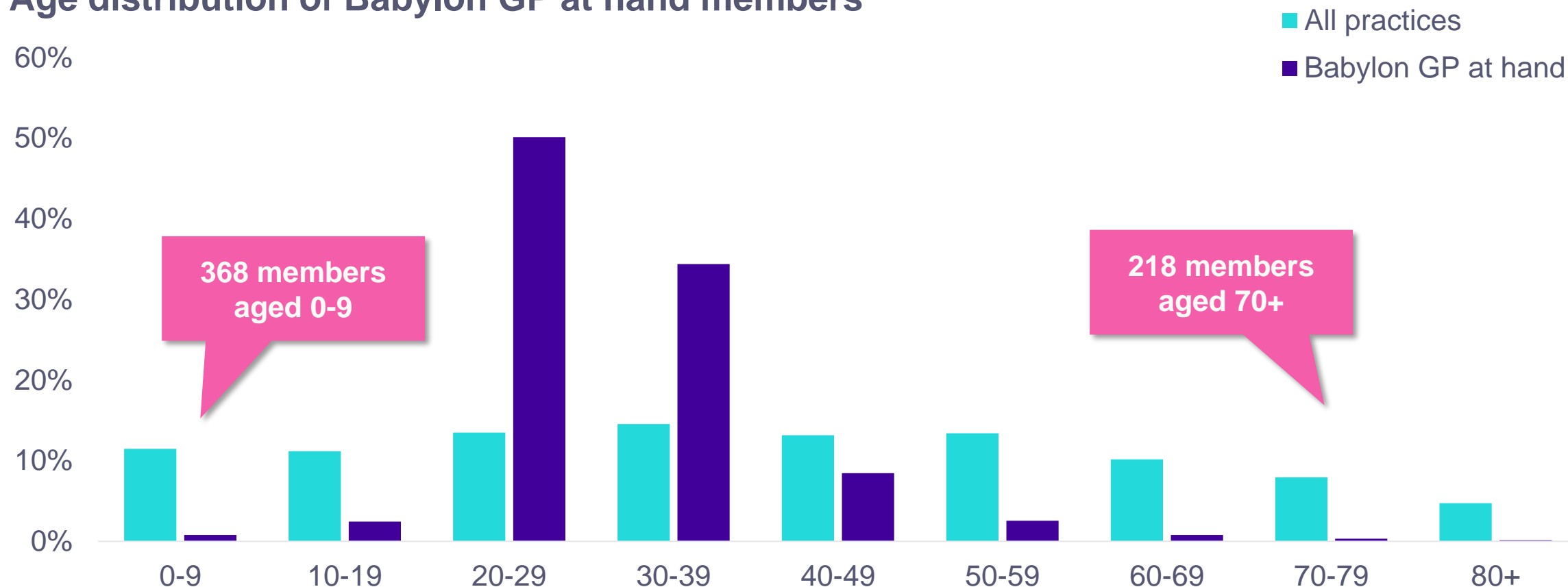
Babylon GP at hand has more than 46,000 registered members and continues to grow quickly

Babylon GP at hand registered members



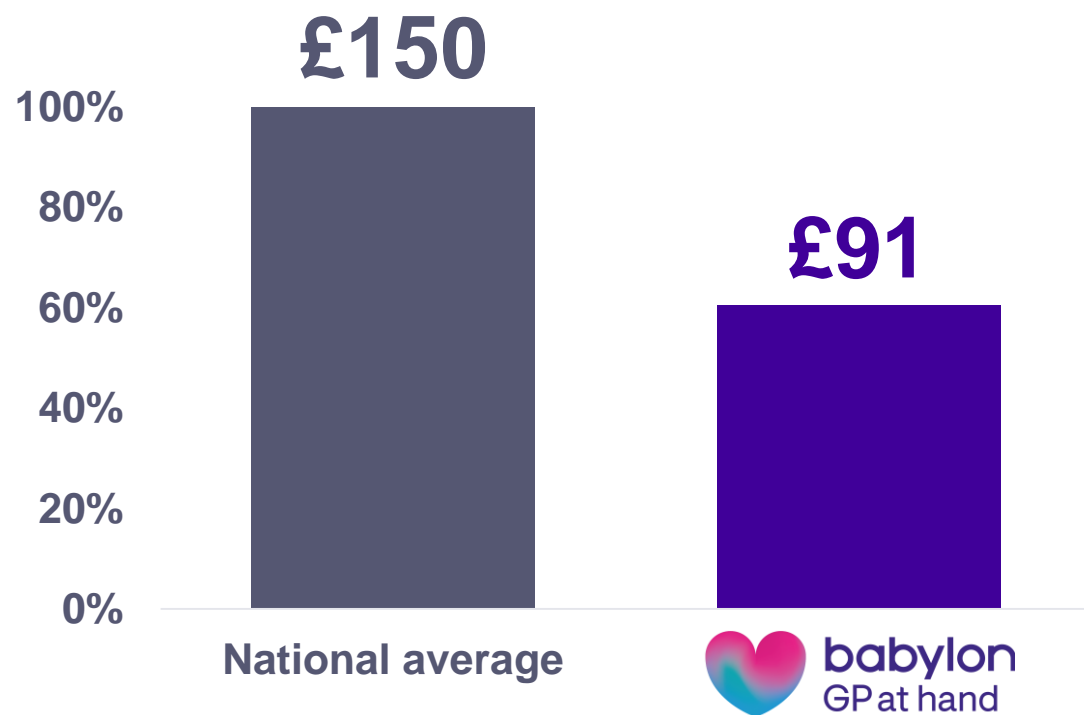
Babylon GP at hand is available to people of all ages, currently most popular with people aged 20–40

Age distribution of Babylon GP at hand members



Babylon GP at hand receives ~40% less funding per patient than the national average, despite offering >3x the contracted hours

Annual practice payment per patient



- Largely due to age/sex adjusted capitation, Babylon GP at hand receives ~60% funding per patient compared to the national average
- This is despite offering members consultations anytime - night or day

NHS core contract hours: 08:00 – 18:30 Mon-Fri

GP at hand hours: 24 hours/day, 7 days/week

Safe: Well-trained clinical teams, technology, and an open and empowered culture

- **Well-trained:** GPs undergo specialist training in virtual consultation, with ongoing peer-review of consultations
- **Technology-assisted:** Verbatim recordings support ongoing clinical audit, and workflow tools to standardise pathways and proactively alert where follow-up is needed
- **Transparent:** Members and clinicians able to review every chatbot and virtual consultation in full – no “he said, she said” debates
- **Empowered:** Safety-first environment in which clinical teams are encouraged to raise concerns



Safe: Multi-disciplinary teams coordinate more complex care

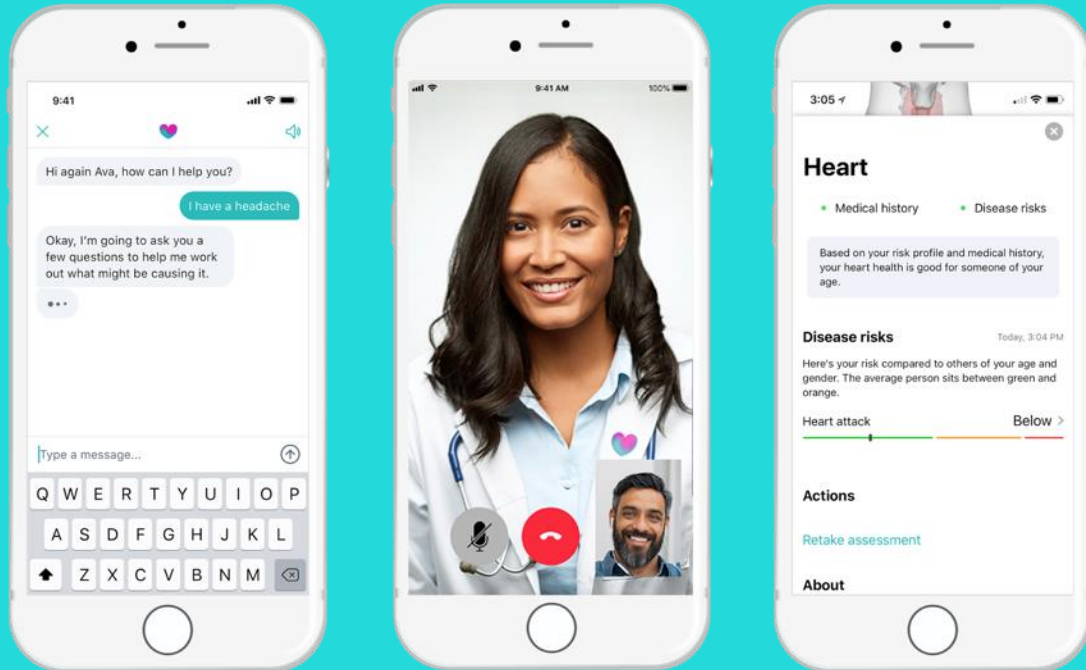
- Currently, >65 members have their care coordinated by a dedicated team led by a Care Coordinator and 6 lead GPs
- Weekly multi-disciplinary meetings enable input from other healthcare professionals to ensure the best possible plan for each member

Case study 1: Complex mental health

Mr M is a 39 year old man with bipolar disorder and borderline personality disorder, who registered with Babylon GP at hand in 2017. His care had previously been compromised as he was unable to leave the house due to anxiety, and subsequently was lost to follow-up by local mental health services for failing to attend appointments. Our Care Coordinator is able to liaise frequently with local teams and is facilitating a domiciliary assessment by his local CMHT.

Case study 2: Drug dependence

Mr Z is a 40 year old man with a history of opioid dependence. He is under the care of his local addiction team and using buprenorphine maintenance therapy. When he registered with Babylon GP at hand in early 2018, he had also begun misusing clonazepam, obtained illicitly. Our teams have worked with his addiction team to agree a benzodiazepine reduction plan and continuation of his buprenorphine therapy.



Effective: Full suite of Babylon technology supports clinical teams to provide consistent, high quality care

- **AI symptom checker**
Asks questions and interprets symptoms via chatbot to recommend the most appropriate care setting
- **GP consultations**
Video appointments – fast and convenient with full ability to prescribe and refer for NHS tests or specialist care. In-person consultations available at clinics across London
- **Healthcheck**
Helps people to better understand their health and predicts future risk for 20 of the most common diseases



Hi Alex, how can I help?

I've got a really bad headache
and I don't know what to do...



No problem, let me ask
you a few questions



Effective: Digital-first approach significantly reduces the cost to serve

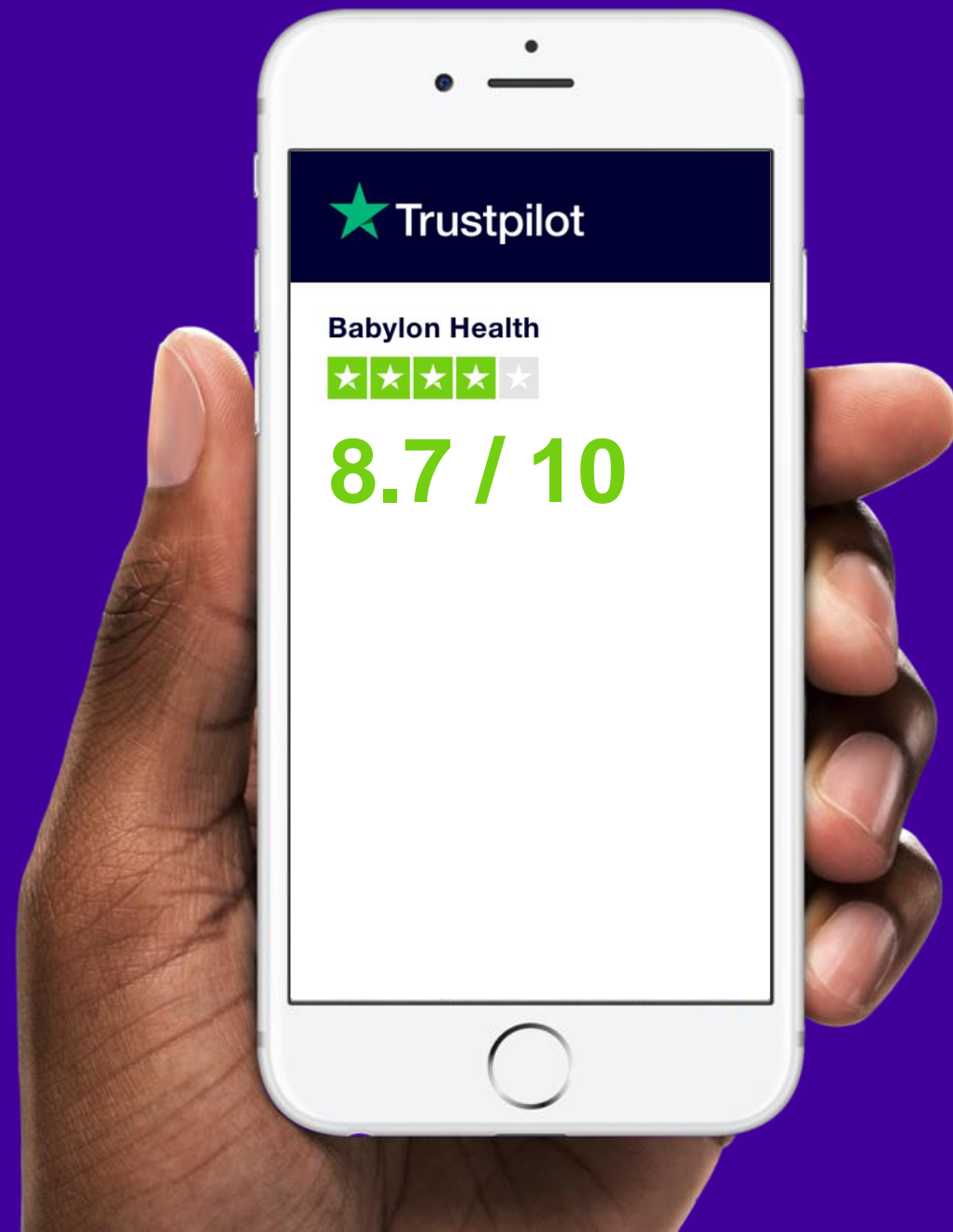
- AI triage reduces unnecessary consultations
- Operating at scale increases clinical and support team productivity
- Healthcheck feature encourages healthy behaviours to improve long-term health
- Continuous development of technology e.g., automated, coded note-taking through natural language processing

Caring: Feedback is extremely positive, and acted on quickly to improve the service

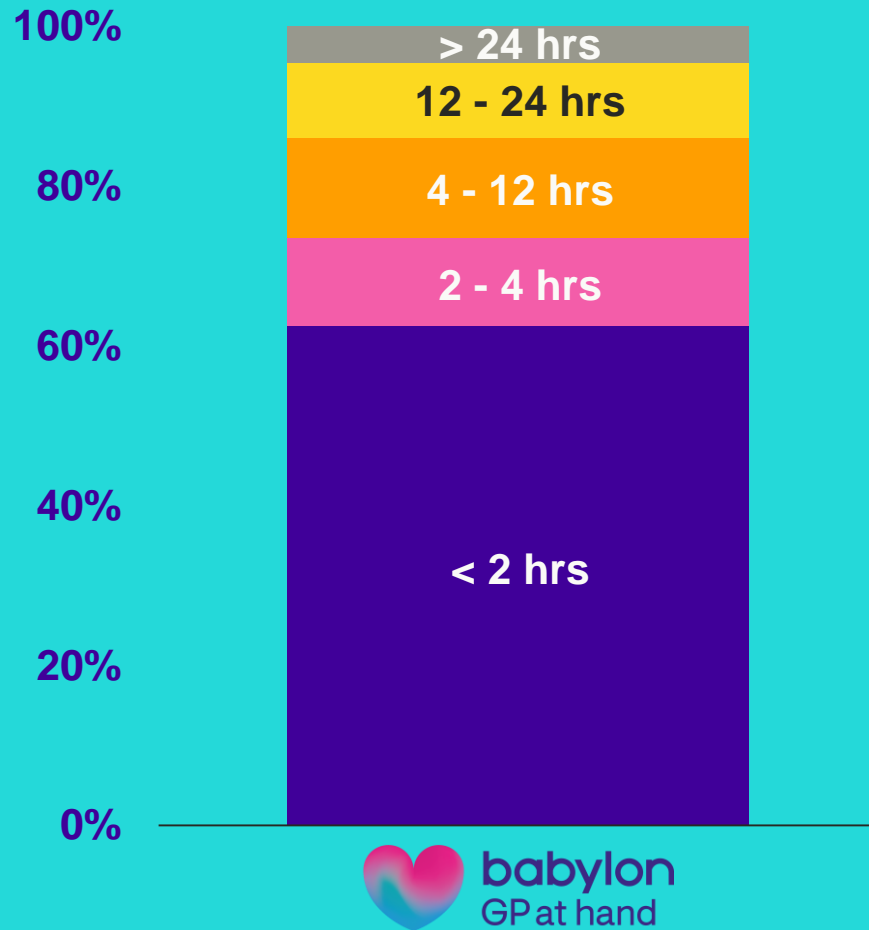
- Regular, comprehensive feedback after every interaction enables us to continually improve the service
- 94% of virtual appointments are rated as 4 or 5 stars out of 5
- Independently validated feedback from Trustpilot

Source: Babylon internal data; Trustpilot website as of 27th March 2019

Notes: Star ratings data for Babylon GP at hand consultations Jan-Mar 2019; Trustpilot score is for Babylon Health as whole which includes all Babylon GP at hand services



Time from booking to virtual consultation



Source: Babylon internal data Jul 2017 – Oct 2018

Notes: Data is time from booking to consultation, not time to first available slot, therefore true waiting times likely even lower

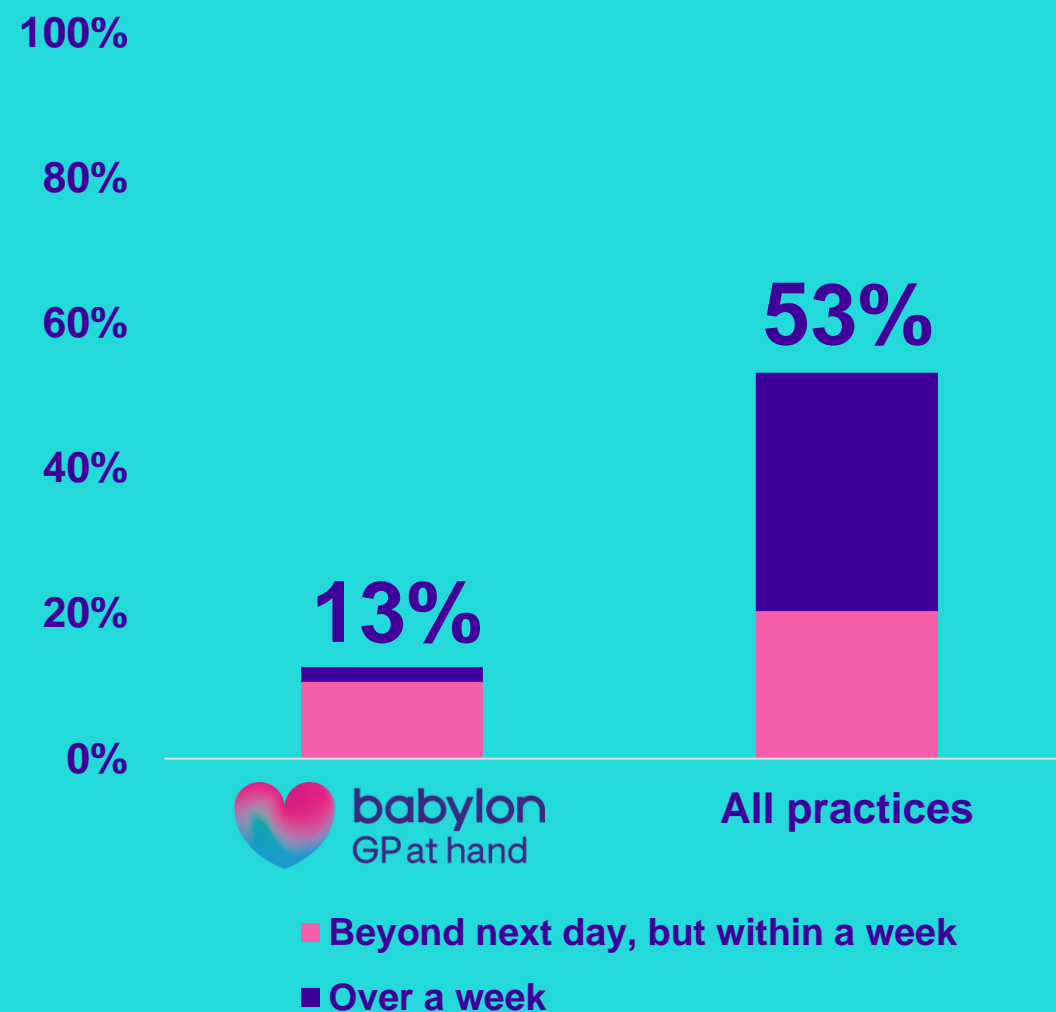
Responsive: Our members can usually book appointments within 2 hours

- Babylon GP at hand members' first contact with a healthcare professional is usually via a virtual consultation
- Over 60% of virtual consultations take place within 2 hours of booking, 95% occur within 24 hours
- Even during out-of-hours times like evenings and weekends, >50% of virtual appointments take place within 2 hours
- Rapid accessibility means problems can be addressed before they deteriorate further

Responsive: Far fewer long waits to be seen compared to other practices

- Only 13% of Babylon GP at hand consultations take place more than a day after booking (i.e. not same day or next day)
- This compares to a figure of 53% nationally
- Overall, waiting times are dramatically reduced for Babylon GP at hand members

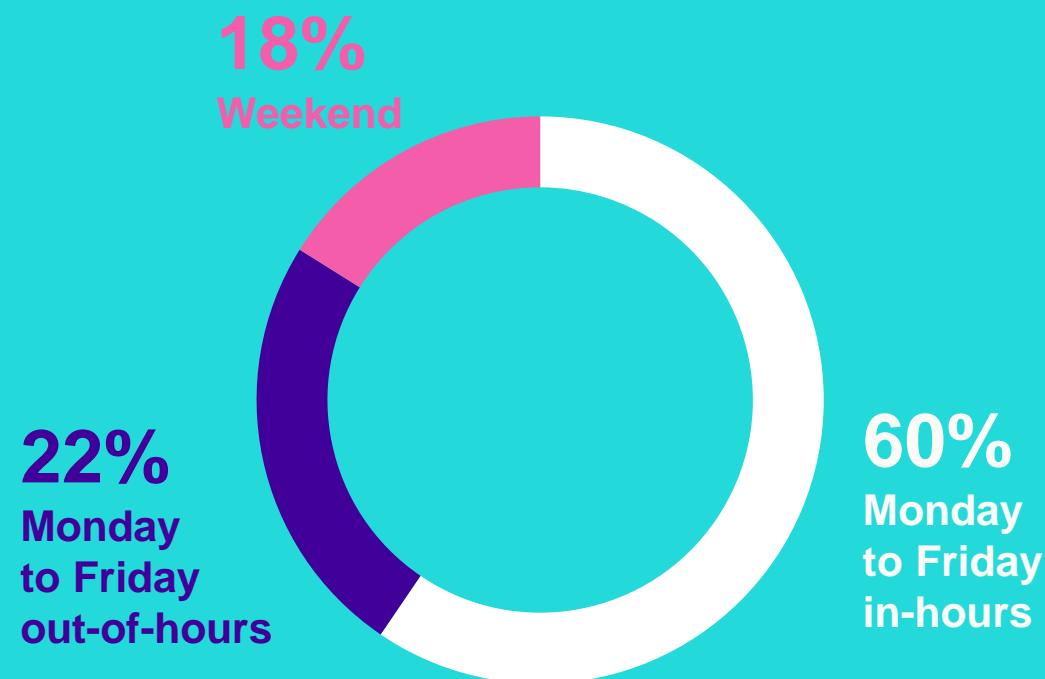
Time from booking to consultation (physical and virtual consultations combined)



Responsive: The service goes above and beyond to improve accessibility

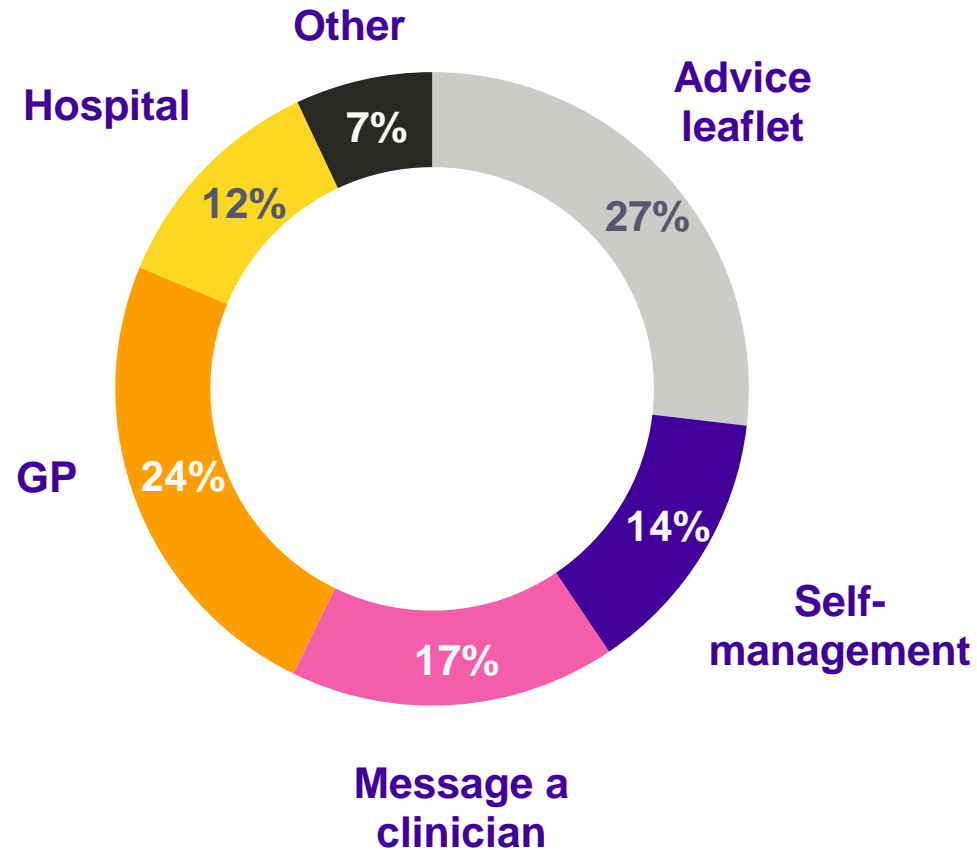
- **Quick access:** GP appointments are usually available within 2 hours
- **Exceptional availability:** The service is available 24 hours a day, 365 days a year
- **Accessible for all:** A recent equalities assessment concluded that Babylon GP at hand better addresses GP access barriers for groups with protected characteristics than traditional practices

40% of our virtual consultations occur outside of traditional opening hours



Source: Babylon GP at hand internal data for virtual consultations Jul 2017 to Oct 2018; Equality & Health Inequalities Analysis for GP at hand.
<https://www.hammersmithfulhamccg.nhs.uk/media/135838/PCCC-Item-6A-14-August-2018-GPAH-EQIA.pdf>

Chatbot interaction outcomes



Source: Babylon internal data, Dec 2017 – Oct 2018

Notes: "Other" includes dentist, optician, sexual health clinic, or if deemed to not have a presenting complaint; numbers may not sum due to rounding

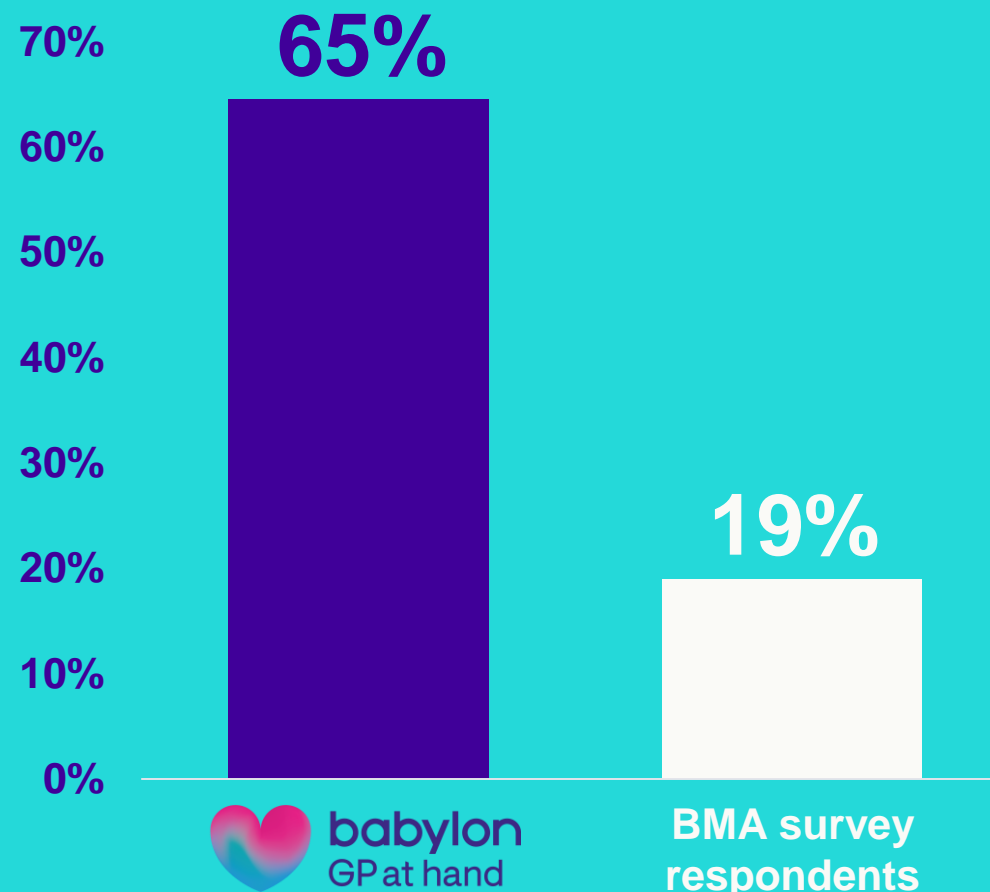
Responsive: Chatbot directs members to the right care setting, first time

- Babylon chatbot provides a 24/7 source of advice for GP at hand members
- ~40% of chatbot interactions result in advice leaflets or self-management guidance
- ~25% of encounters suggest booking a virtual consultation with one of our GPs
- With proper signposting, our members get to the right care setting first time

Well-led: Our doctors report high morale and manageable workloads

- **High morale:** 65% of Babylon GPs report high or very high morale compared to only 19% in a recent BMA survey
- **Well-supported:** The majority of Babylon GPs say that their workload is manageable
- **Clear ambition:** Our healthcare professionals and clinical support staff are united behind a common ambition to provide safe, effective, digital-first healthcare to the NHS

Healthcare professionals that report high morale



Source: Survey of Babylon healthcare professionals 2018; BMA quarterly survey Q3 2018
Note: 178 of the 593 BMA respondents were GPs; both surveys includes replies of "high" or "very high"

NHS

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