



Providing NHS services

Babylon GP at hand

Progress to date

December 2019

Executive summary

What is Babylon GP at hand?

- The largest digital-first NHS GP practice, powered by Babylon technology
- Over 70,000 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 technology and clinical expertise to deliver digital-first primary care that is available 24/7, 365 days a year
- 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 via app and web usually 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



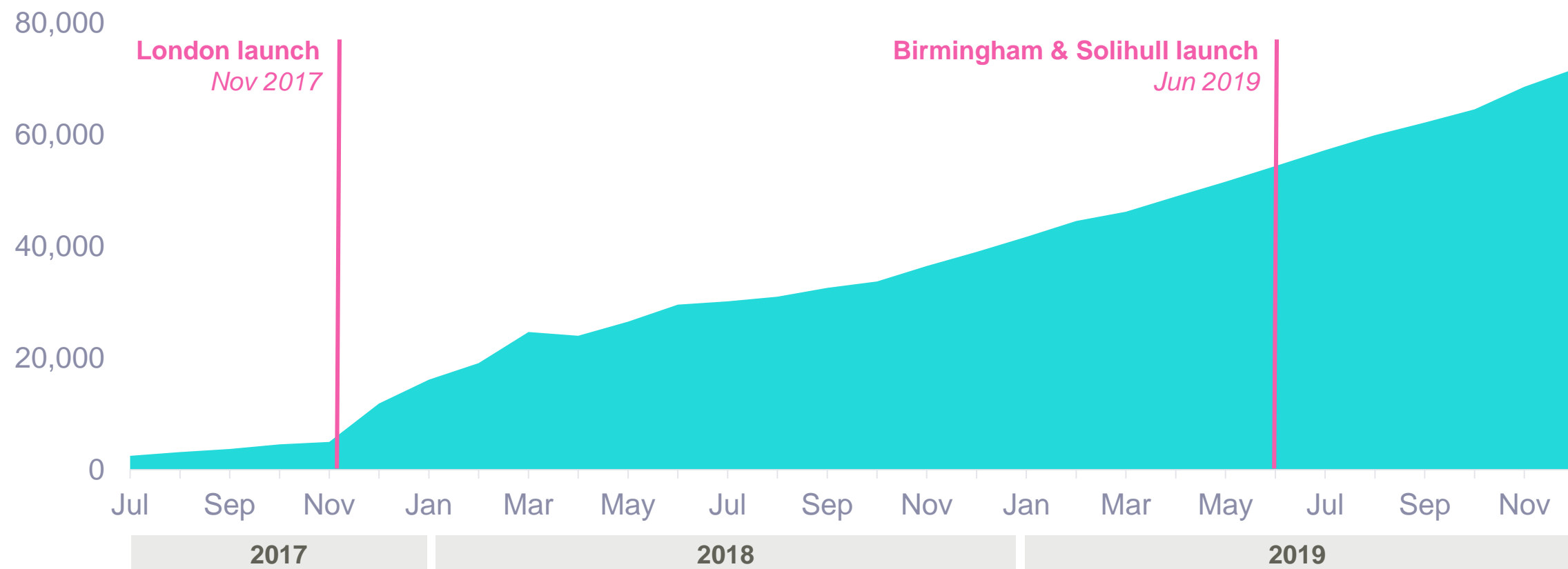
NHS GP Partnership



Provides technology and clinical services

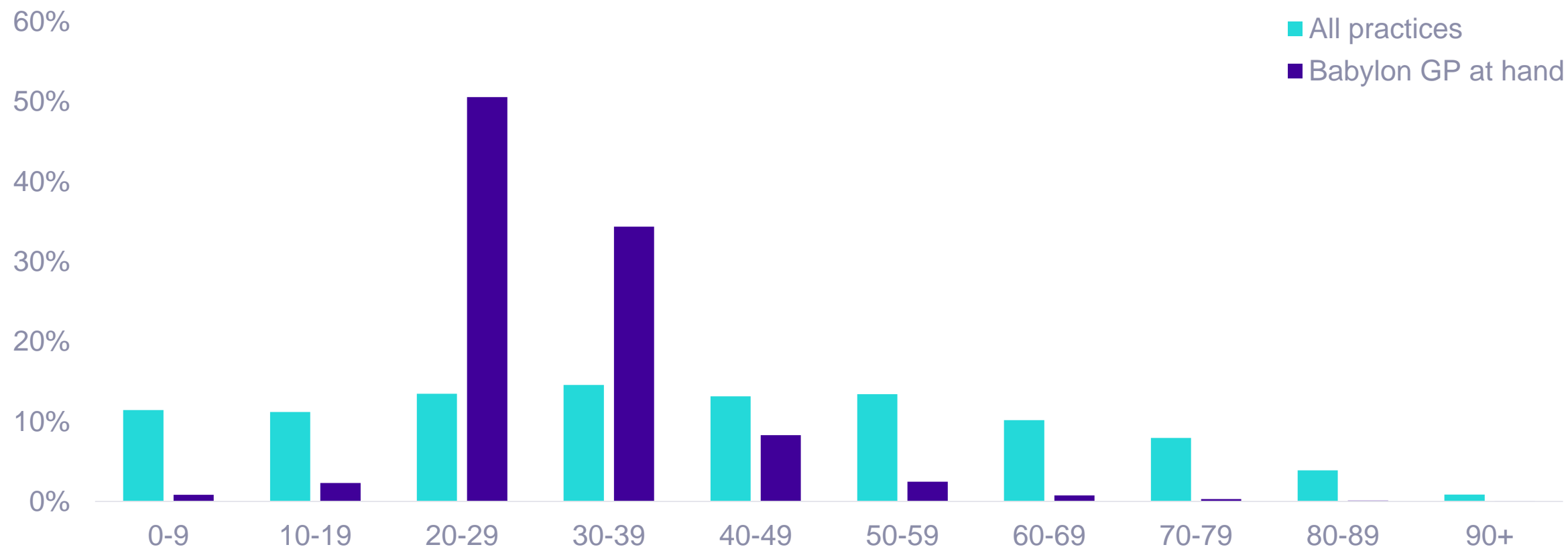
Babylon GP at hand has more than 70,000 registered members and continues to grow quickly

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



Members love the service and say it is higher quality than their previous practice

- 85% of our members rated their overall experience of the service as “good” or better (compared to a London average of 81%)
- 72% of members say we offer higher quality care than their previous GP
- 89% said their experience of making an appointment was “good” or better (66% said it was “very good”)



85%

**of our members rated us as
“good” or better**

Source: Independent Evaluation of GP at hand, May 2019

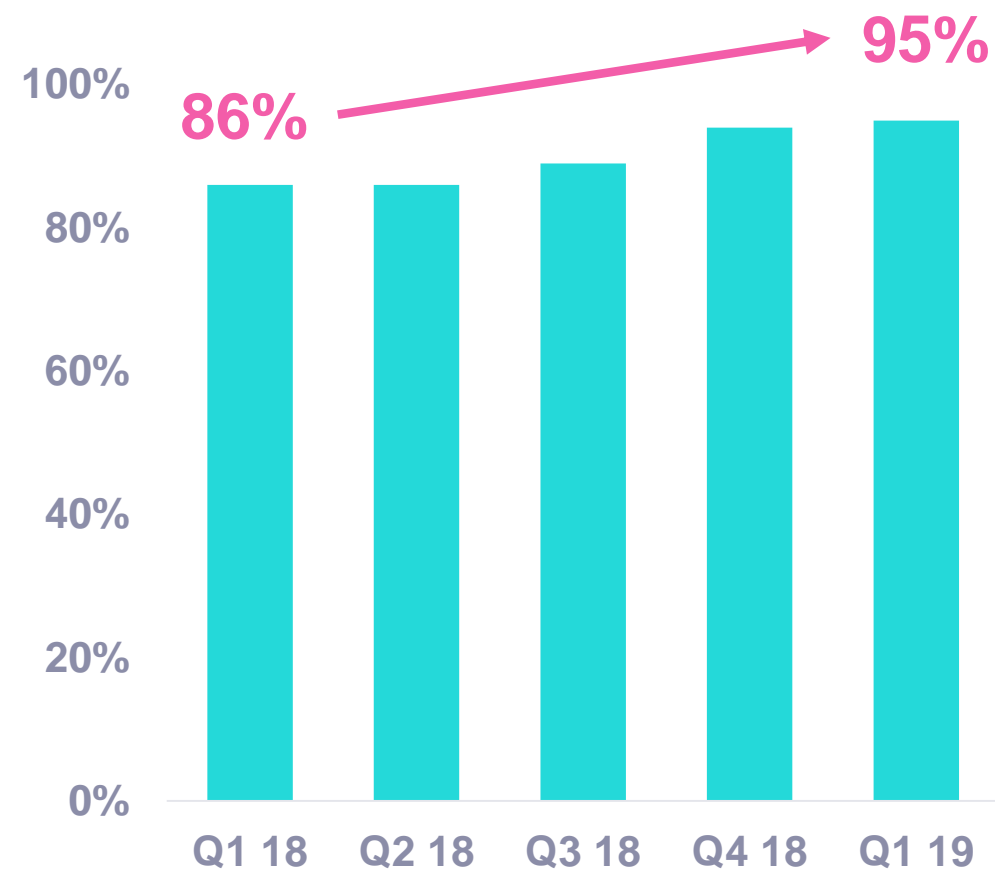
(<https://www.hammersmithfulhamccg.nhs.uk>

/media/156123/Evaluation-of-Babylon-GP-at-Hand-Final-Report.pdf; GP Patient Survey 2018

95% of new registrants are still registered 60 days later

- Our 60-day retention rate of members has increased from 86% at the start of 2018 to 95% at the start of 2019
- This means that 2 months after registering, only 5% of those registrants have left the service

% of members that are still registered with us 60 days after joining
(by registration cohort)

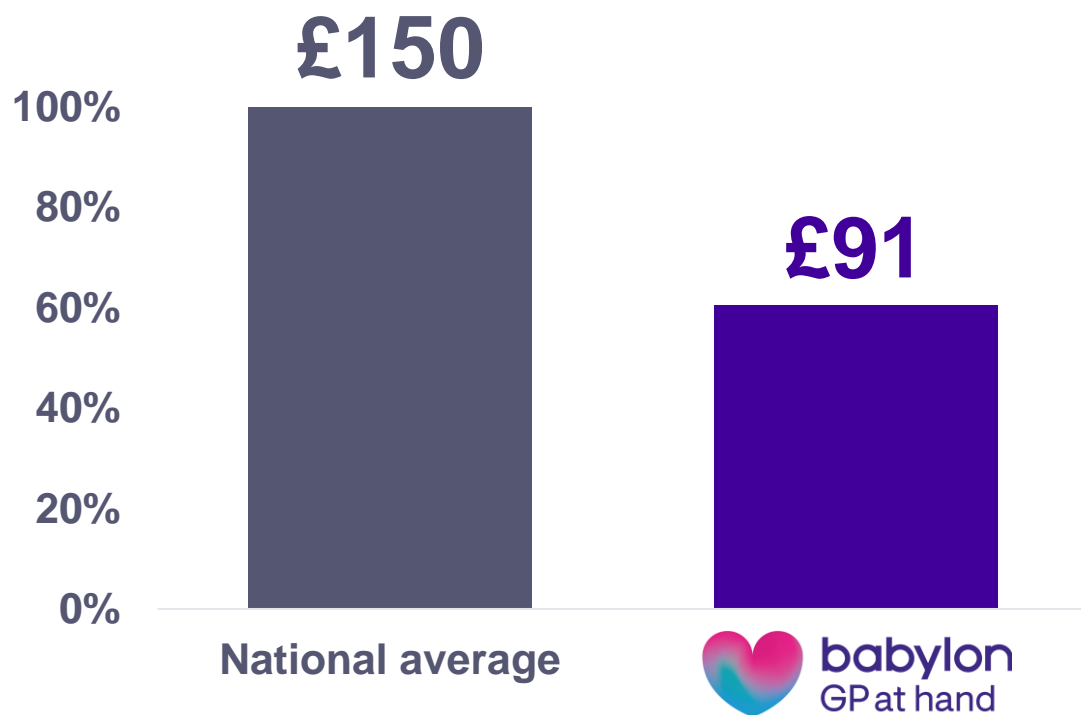


Source: Babylon internal data

Notes: Registration cohorts – if a patient registers in Q1 18, their 60-day retention rate is recorded in the Q1 18 bar (despite a de-registration potentially falling in Q2 18)

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

Babylon GP at hand was rated “good” by the CQC

- The Care Quality Commission is the independent regulator of health and social care in England
- Following inspection in January 2019, the service received an overall rating of “good”
- The report called out the “strong and visible clinical and managerial leadership” and “strong focus on continuous learning and improvement at all levels of the organisation”
- GP at hand will continue to make improvements e.g. childhood immunisations and screening targets

Inspected and rated

Good



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 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

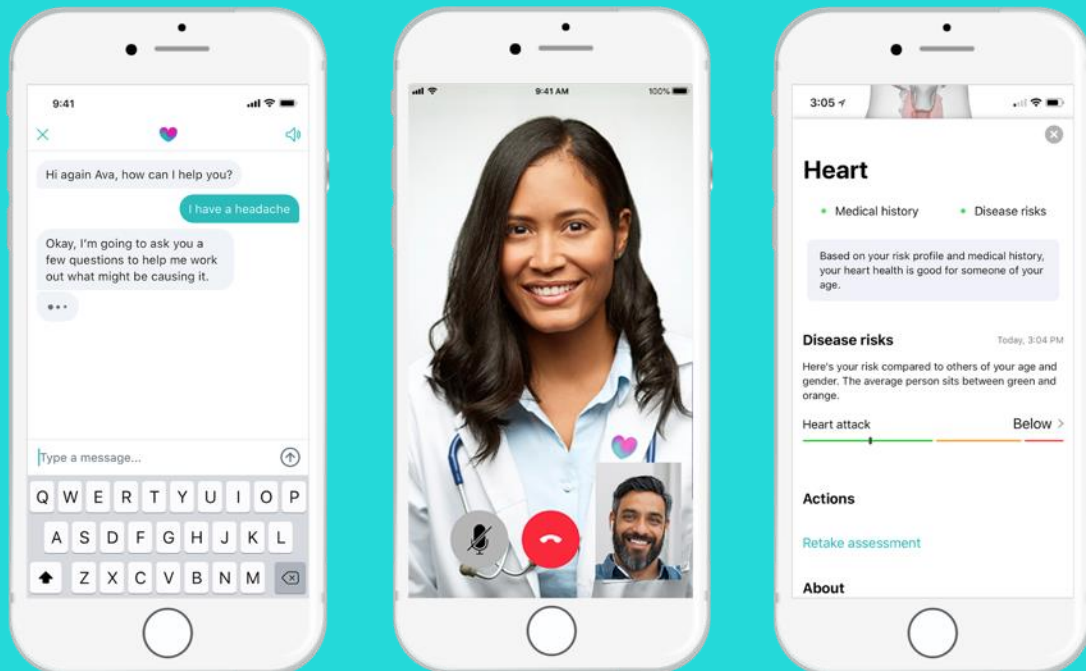
Case study 1: Complex mental health

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 members and clinical teams

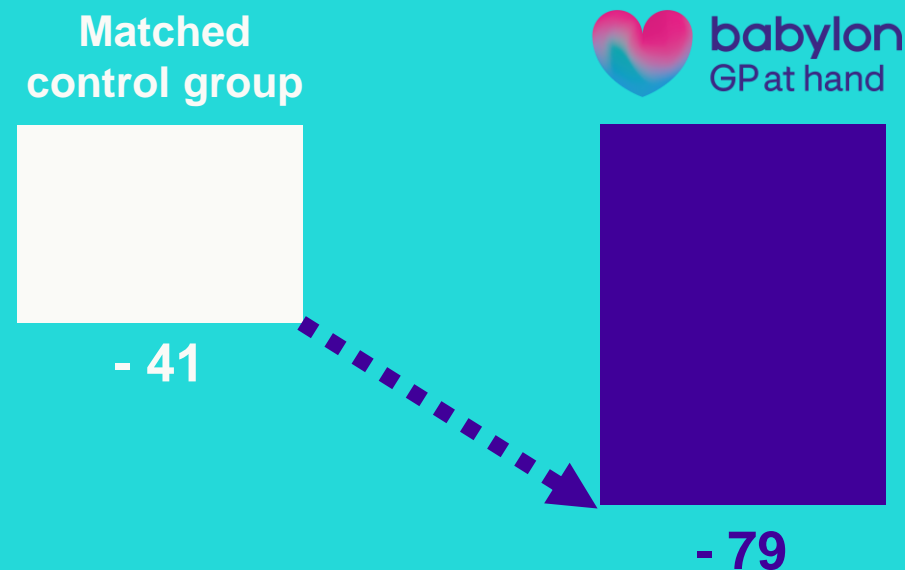


- **AI symptom checker**
Asks questions and interprets symptoms via chatbot to recommend the most appropriate care setting
- **GP consultations**
Video appointments – fast and convenient with full ability to prescribe and refer for NHS tests or specialist care. In-person consultations available at clinics across London and Birmingham & Solihull
- **Digital health assessment**
Helps members to better understand their health and suggests future risk for 21 of the most common diseases

Effective: Patients that join our service attend A&E less often than expected

- Independent researchers compared Babylon GP at hand registrants with a matched control group of new registrants at other practices
- When compared with new registrants at other practices, Babylon GP at hand reduced A&E attendances by 38 per 1,000 over 6 months
- If extended to cover a year period, this would result in a **saving to the NHS of £12 per patient**

Change in A&E attendances per 1,000 registered patients on registering with new GP practice (6 month period; 6m pre-registration vs. 6m post-registration)



38

Fewer A&E attendances per 1,000 patients over 6 months

Source: Evaluation of GP at hand, May '19 (<https://www.hammersmithfulhamccg.nhs.uk/media/156123/Evaluation-of-Babylon-GP-at-Hand-Final-Report.pdf>), NHSI Ref Costs 17/18

Notes: Both GP at hand and control groups saw a reduction in attendance following registration, 38 per 1,000 represents the "difference in difference" between the two groups; (*) Calculated by doubling the impact of 38/1000 to cover 1 year and using NHS Improvement Reference Costs



[Link to video](#)

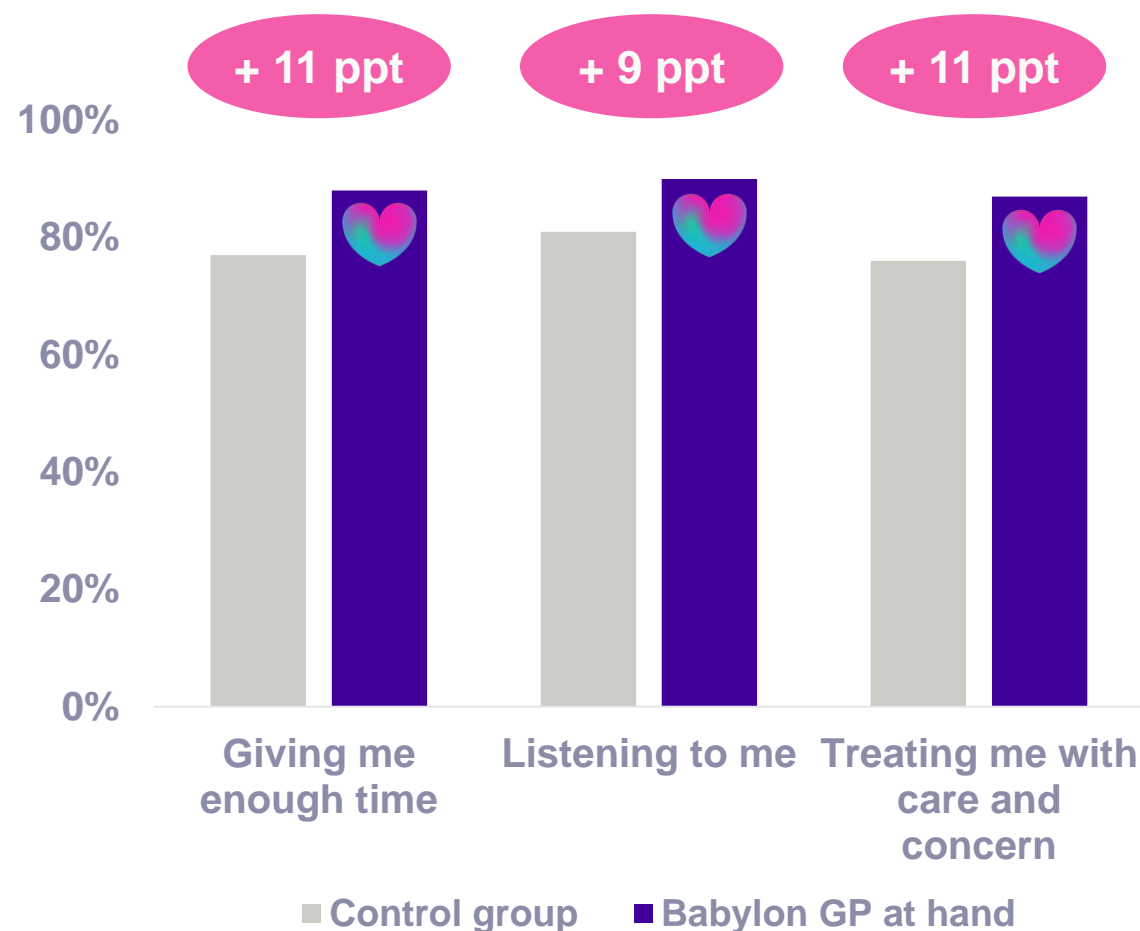
Effective: Significant improvements to cervical screening rates

- We have increased cervical screening completion rates from 53% in Nov 2018 to 67% by Apr 2019 (vs. 2018 London average of 65%)
- This is despite analysis showing that, prior to joining the service, female members had low uptake rates for cervical screening
- Babylon GP at hand worked with social media influencers to boost awareness and understanding of the screening programme, and the smear test itself

Caring: We outperform other practices on patient feedback related to empathy

- Independent researchers compared our patient feedback to that of patients at other practices
- Our patients were more likely to state that the healthcare professional they had a consultation with was good at:
 - Giving them enough time (11 percentage point increase)
 - Listening to them (9 percentage point increase)
 - Treating them with care and concern (11 percentage point increase)

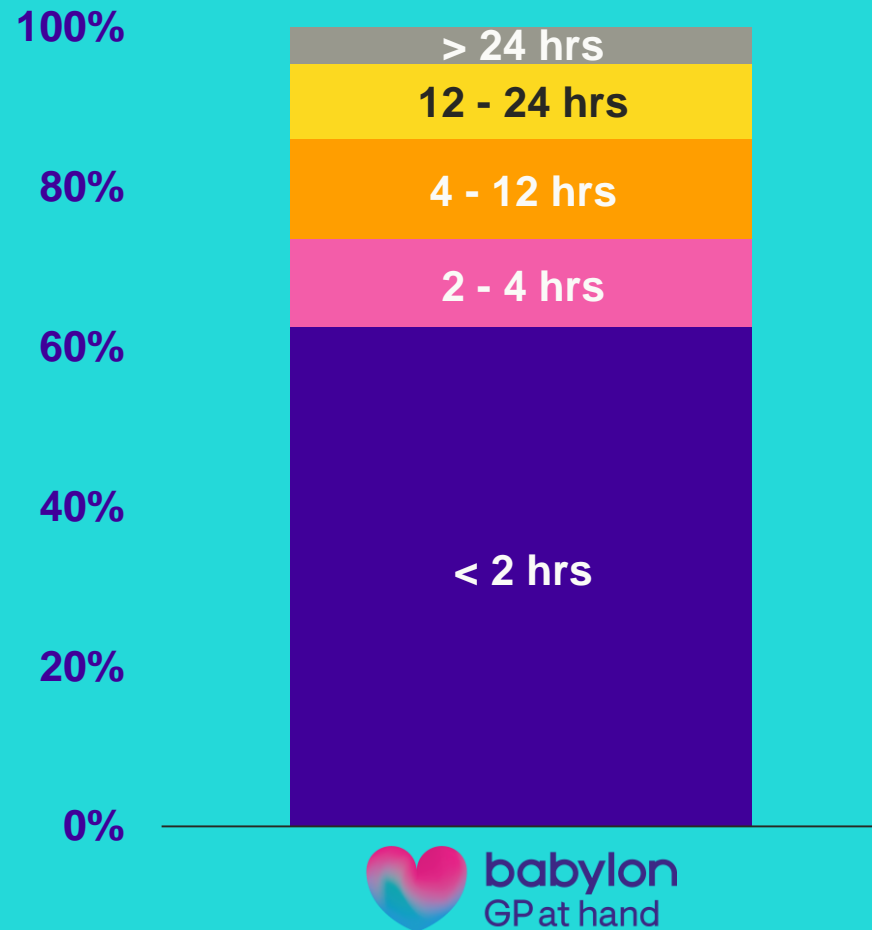
Patients that stated the healthcare professional they saw was “good” at each of the following



Source: Independent Evaluation of GP at hand, (<https://www.hammersmithfulhamccg.nhs.uk/media/156123/Evaluation-of-Babylon-GP-at-Hand-Final-Report.pdf>)

Notes: Control group percentages calculated from percentage point difference figures provided in report; control group represents a matched sample of respondents to the GP Patient Survey

Time from booking to virtual consultation



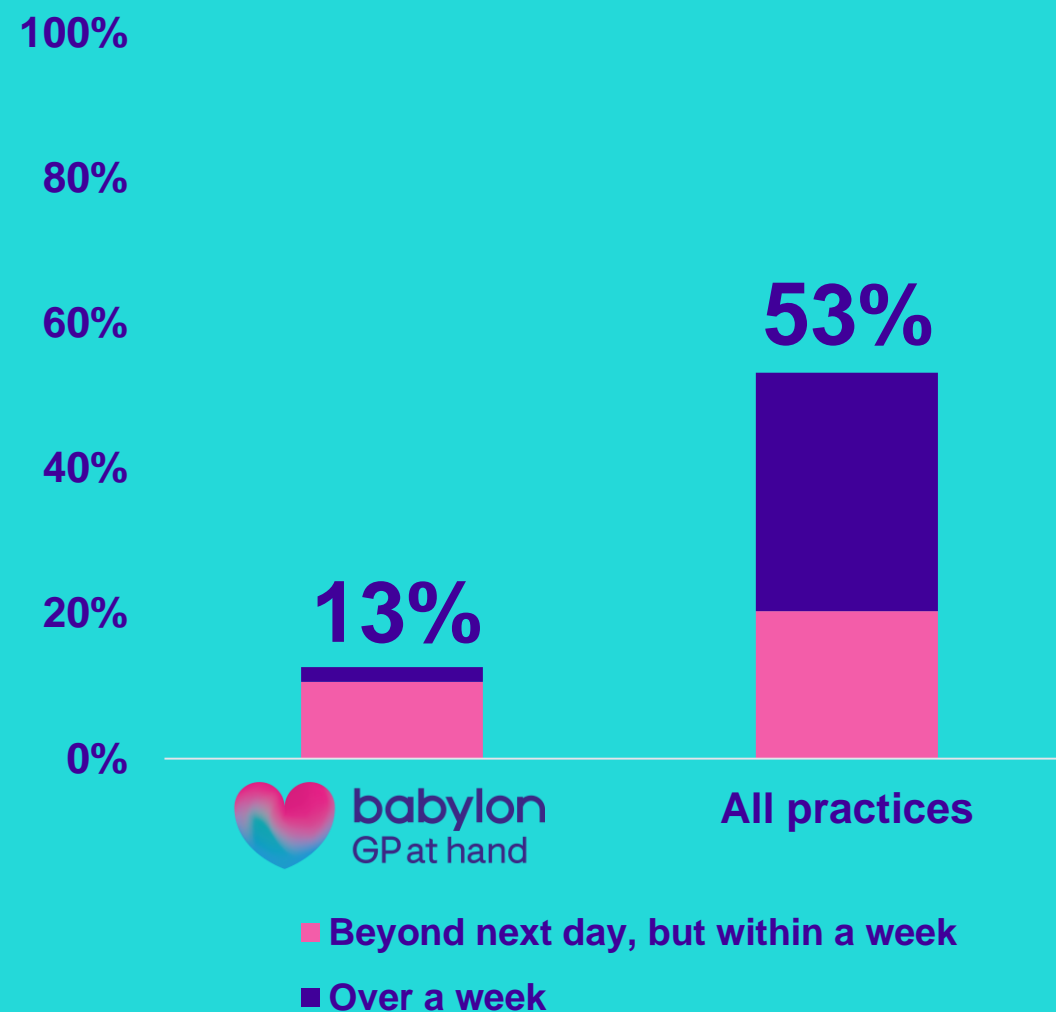
Responsive: Our members can book appointments within minutes or hours

- 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

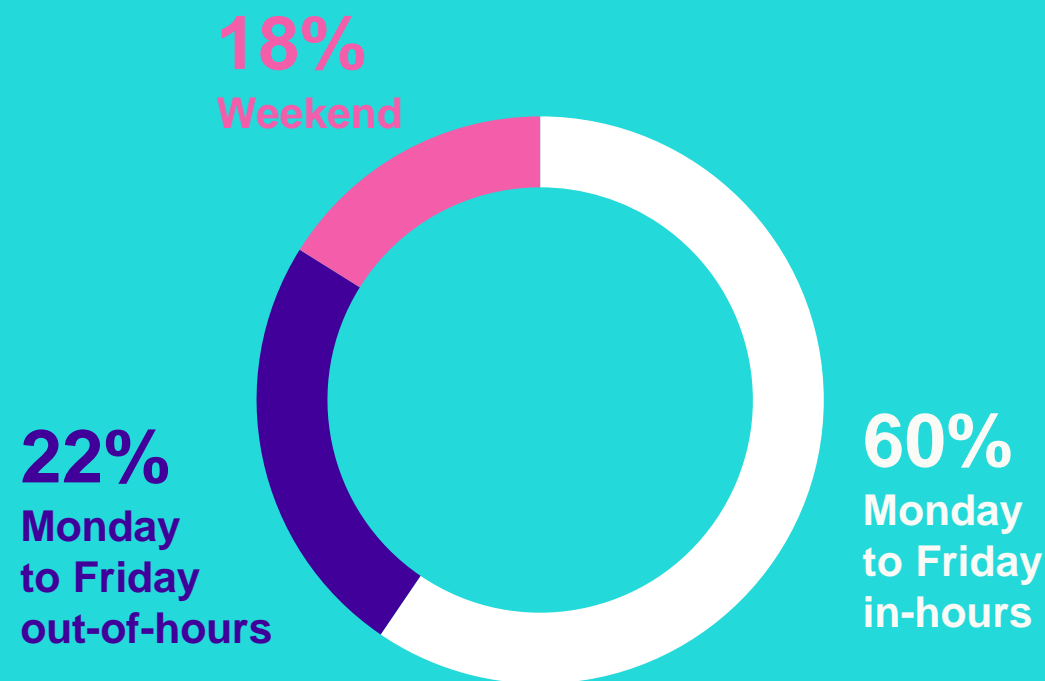
Time from booking to consultation
(physical and virtual consultations combined)



Responsive: The service goes above and beyond to improve accessibility

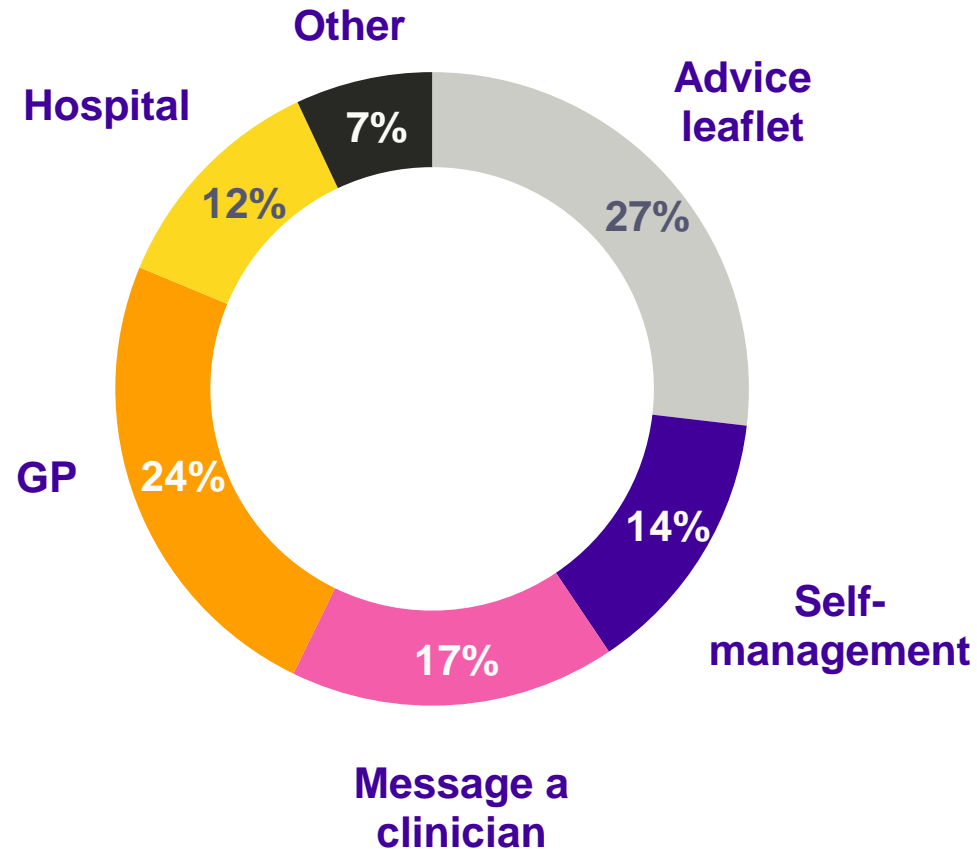
- **Quick access:** GP appointments are usually available within 2 hours
- **Exceptional availability:** The service is available 24 hours a day, 365 days a year
- **Accessible for all:** A recent equalities assessment concluded that Babylon GP at hand better addresses GP access barriers for groups with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



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

- Babylon chatbot provides a 24/7 source of information 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 clinicians
- With proper signposting, our members get to the right care setting first time

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

Well-led: Our clinicians are overwhelmingly positive about the service

- A recent independent evaluation concluded that our clinicians were *“highly satisfied working for Babylon and compared it favourably to working elsewhere”*
- **Culture:** Our workforce was found to feel supported and connected to colleagues
- **Development:** Clinicians are positive about the systems in place to monitor and develop their performance
- **Efficiency:** Clinicians reported that their workload was managed more efficiently than in other practices where they had worked

Healthcare professionals that report high or very high morale

