



We are rated as Good by the Care Quality Commission

22/05/2019

Babylon GP at Hand is pleased that the independent regulator for medical services in England, the CQC, has rated our service as Good and safe, with 39% of patients able to book an online appointment with a GP within 30 minutes and 89% within six hours.

We are rated as having Good services in terms of safety, caring, responsiveness and being well-led. The report also states that:

- four and five-star ratings from patients were consistently above 93%
- “staff treated patients with kindness, respect and compassion”, whilst displaying “compassionate, inclusive and effective leadership at all levels”
- from October to December 2018, 92% of patients could book a face-to-face appointment with a GP within four days, and 64% within two days
- care for older people and those who may be vulnerable is rated as Good (for example, the practice has a care coordination team and offers medical reviews to homeless patients)
- we have “a strong focus on continuous learning and improvement”

Dr Matt Noble, Medical Director (UK Clinical Services), said:

“Every GP practice will know the rigour and scrutiny that comes with a CQC inspection, so we are very pleased to have been rated as Good, that they recognised just how quickly people can get an appointment and how satisfied our patients and staff are.

“Our NHS GP practice offers round the clock access to GPs at no extra cost to the NHS. We have transformed how people can see a GP and this is independent confirmation that we are doing so safely in a caring and responsive manner. One of the most exciting aspects of Babylon GP at Hand is the speed with which we can review our systems, adapt and improve. We have introduced a number of innovations including our Care Coordination Team. Many GP practices pay particular attention to the 1% of people who are at the highest risk of admission to hospital, such as elderly patients on multiple medications, and produce a care plan for them. In addition to this, we are perhaps the only GP practice with a comprehensive, multidisciplinary team that offers daily intensive contact to support those with the very highest needs such as complex mental health issues, multiple medical problems, or addiction, and to help them with everyday living. You can read more about our developments [here](#).

“GP at Hand has been the fastest growing GP practice in the history of the NHS and now has more than 50,000 members. We are focused on building a GP practice that delivers care in a way that works for patients and we are working with the NHS to make this digital-first service available for everyone who wants it.”

The report makes it clear that the most recent data shows how the quality and outcomes of our service continues to improve, in line with the improvements that CQC have said should be made. In particular:

- Cervical screening: The CQC recommendation was based on data from April 2018 and the latest data seen by NHS England shows we are now at 66.9% (above the London average of 64.7%) which would be eligible for a Good rating. We have achieved this by increasing contact, running campaigns and increasing the number of available slots. You can see more information [here](#).
- Childhood immunisation: We contact the parents of every single one of the currently very small number of young children on our list, to ensure they know the importance of immunisations for their children and everyone else's. The choice on immunisation lies with parents however, and with the small numbers involved it is easy for the data to be skewed as a result. Further improvements to booking face-to-face appointments at convenient times are being made to make it even easier for parents to ensure their children are immunised.
- Travel vaccinations: We will be rolling out a comprehensive travel service to all 5 London clinics over the coming few weeks.

We will of course take all of the CQC's points on board and keep striving to improve the care we give our patients.