



Babylon GP at hand

Progress to date

January 2019

Executive summary

What is Babylon GP at hand?

- The leading digital-first NHS GP practice, powered by Babylon technology
- Over 35,000 registered members, with over 1,000 joining each week
- 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 phone 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

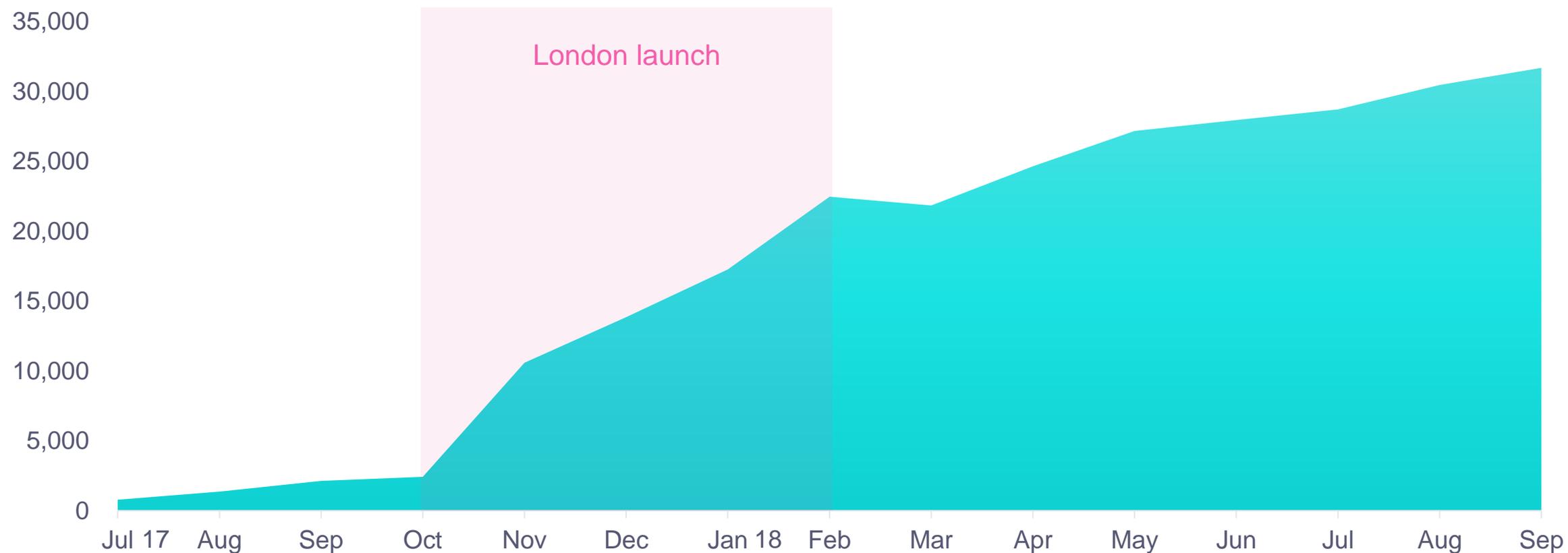


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Provides technology and clinical services

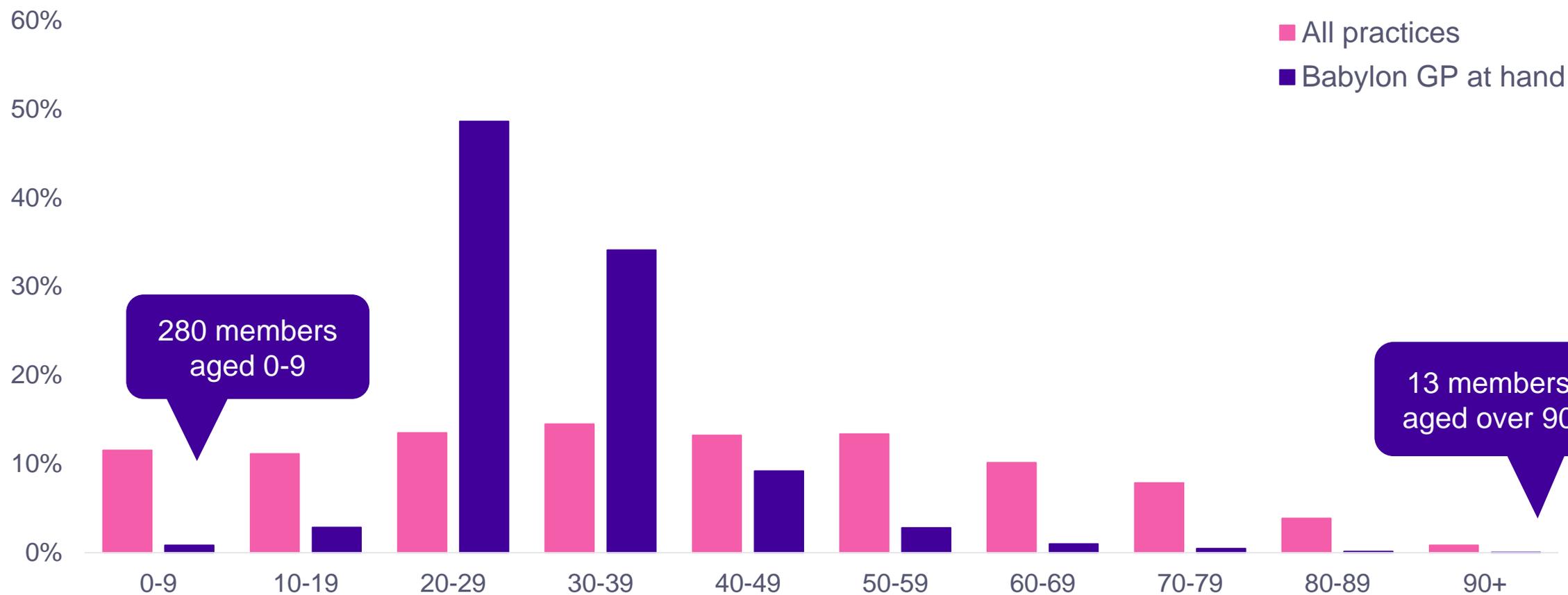
Babylon GP at hand has more than 35,000 registered members and continues to grow quickly

Babylon GP at hand registered members



Note: Approximately 10,000 digital or physical appointments in Aug 2018 Source: Babylon GP at hand internal data

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



Note: October 2018 data for NHS England GP practices Source: NHS Digital: Patients registered at a GP practice (October 2018)

Age/sex capitation means Babylon GP at hand receives 33% less funding per member than average practices, while offering >3x the contracted hours



Source: NHS Payment to General Practice, England, 2016/17; NHS Digital; GMS Summary Statement of Payments for Lillie Rd Practice Apr-Jun 2018.
Note: Babylon GP at hand payment data is extrapolated from Q2 2018 data, national data is for 2016/17. Babylon GP at hand payments include global sum, MPIG adjustment, employee and employer superannuation, enhanced services, rent, rates, statutory levies, indemnity, QOF payments.

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 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 care for the most complex members

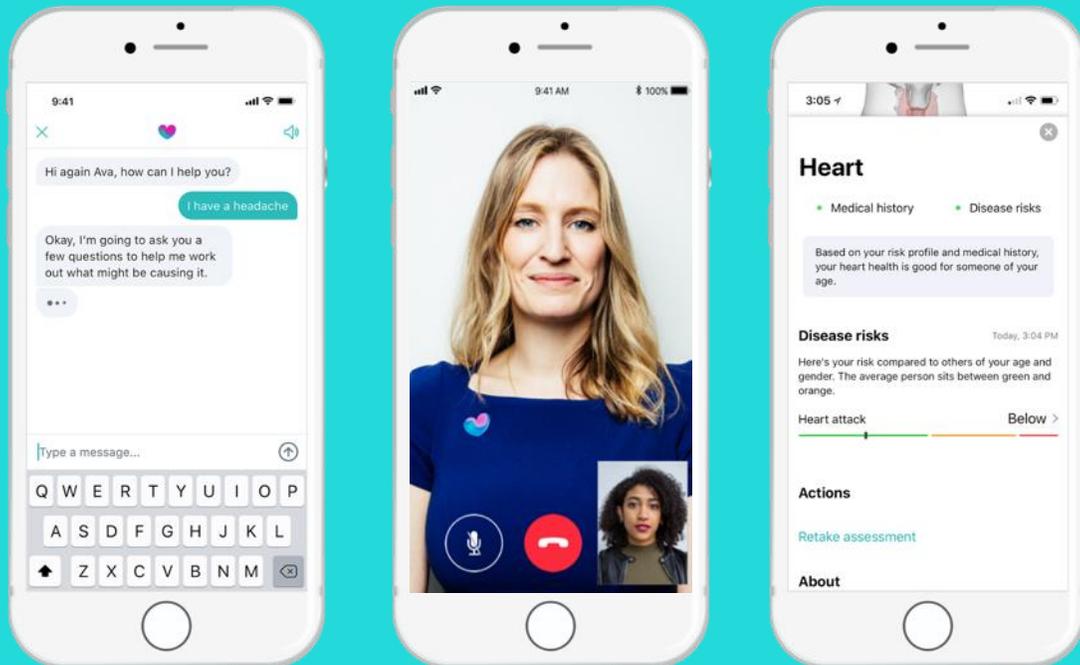
- Our dedicated, multi-disciplinary teams provide inter-consultation continuity and care coordination for people with complex needs
- Led by a medically qualified full-time Complex Care Coordinator, plus 4 GPs, a nurse, and admin support staff
- Currently >50 patients managed by this team, with patients being identified by GPs, notes summarisers, and patients themselves

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 Jan 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 Triage and Symptom Checker**
Asks questions and interprets symptoms via a chatbot interface to recommend the most appropriate service
- **GP Consultations**
Video appointments – fast and convenient with full ability to diagnose, prescribe and refer for NHS tests or specialist care. In-person consultations available at clinics across London
- **Health Assessment**
Accurately assesses a person's current 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

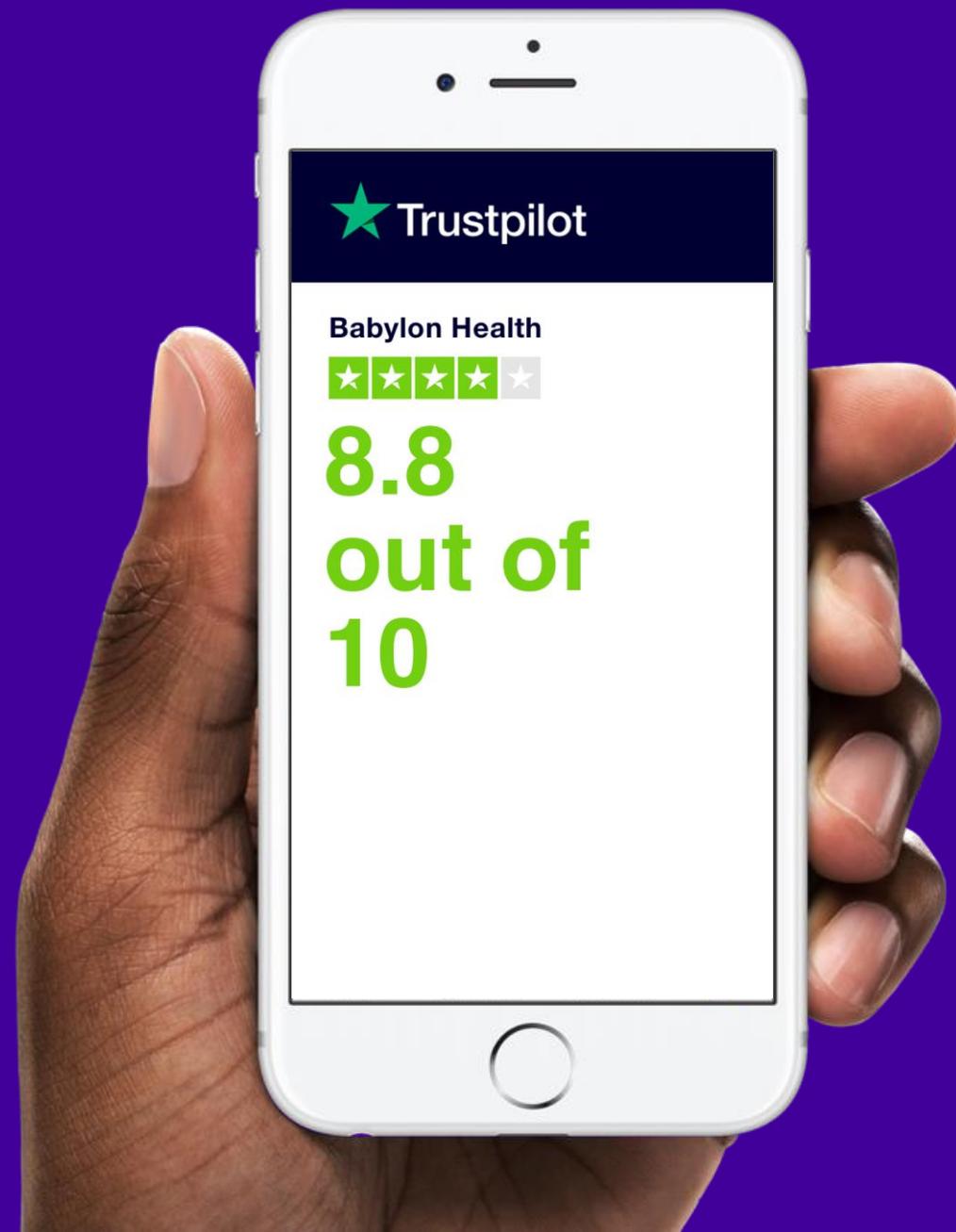


Effective: Digital-first approach significantly reduces the cost to serve

- 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

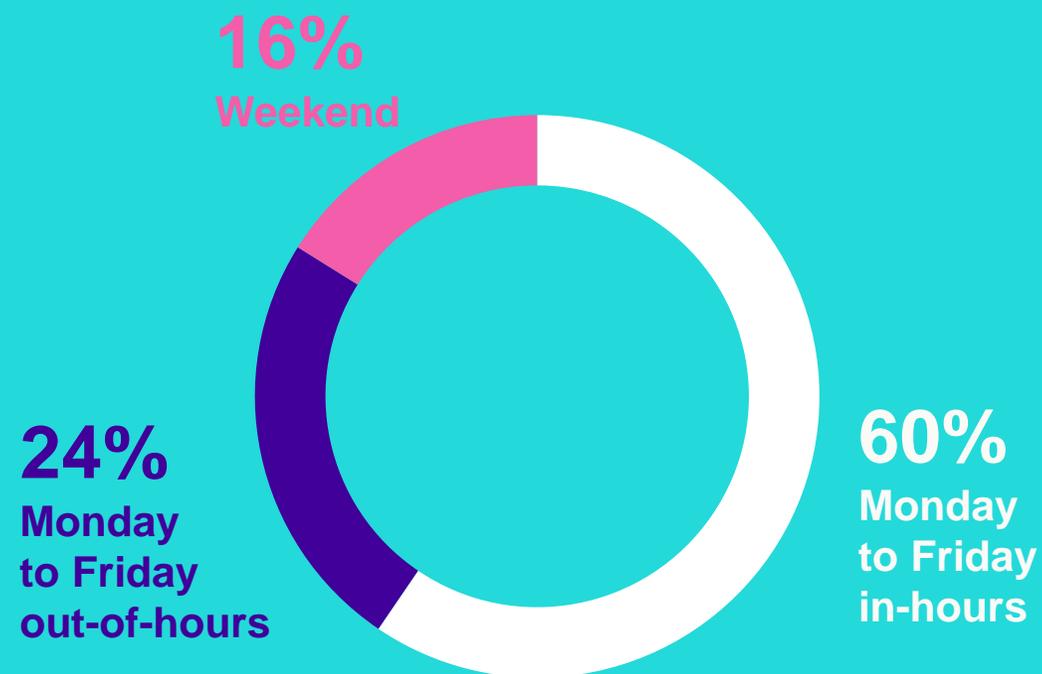
- Regular, comprehensive feedback after every interaction enables us to continually improve the service
- 95% of Babylon appointments are rated as 4 or 5 stars out of 5
- Independently validated feedback from Trustpilot



Responsive: The service is highly accessible as well as inclusive

- **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 virtual consultations are conducted outside of traditional opening hours

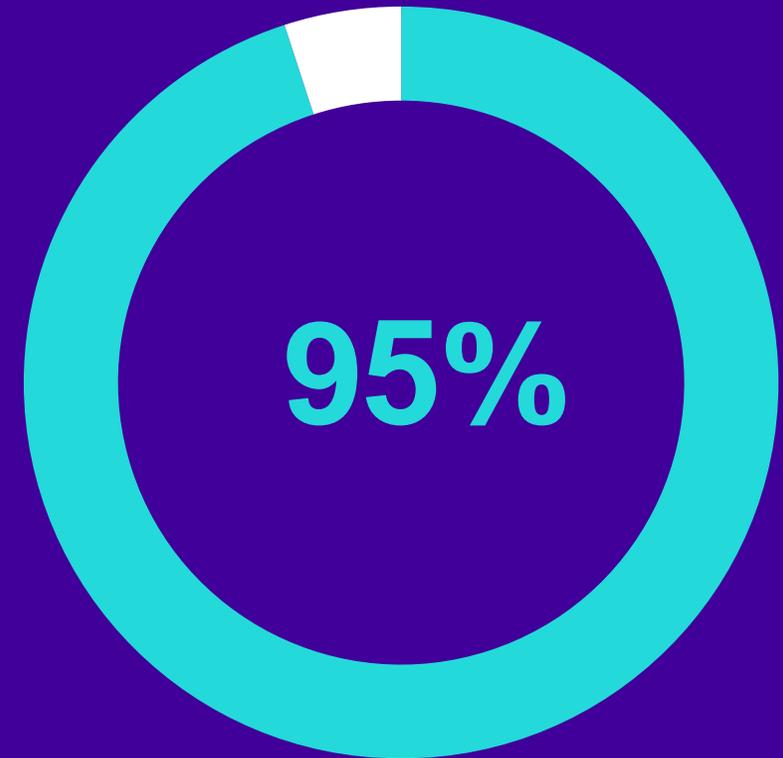


Source: Babylon GP at hand internal data; Equality & Health Inequalities Analysis for GP at hand.
<https://www.hammersmithfulhamccg.nhs.uk/media/135838/PCCC-Item-6A-14-August-2018-GPAH-EQIA.pdf>

Well-led: Our doctors report much greater ability to manage workloads than other NHS GPs

- **Manageable workload:**
 - 95% of Babylon doctors say that they can manage the amount of work well
 - Compared with a BMA survey that showed that 84% of NHS GPs reported “unmanageable” or “excessive” workloads
- **Clear ambition:** Our >200 doctors and clinical support staff are united behind a common ambition to provide safe, effective, digital-first healthcare to the NHS

“Usually, I can manage my amount of work well”





Providing NHS services

Get well ~~soon~~ now

Free NHS GP appointments in minutes on mobile 24/7, and at our clinics in London*

Download the Babylon app

*To register you will need to switch from your current GP practice. A registration period will apply before you are able to access the service. Available for people living or working within 40 minutes of one of our clinic locations. Download app or see website for details.

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