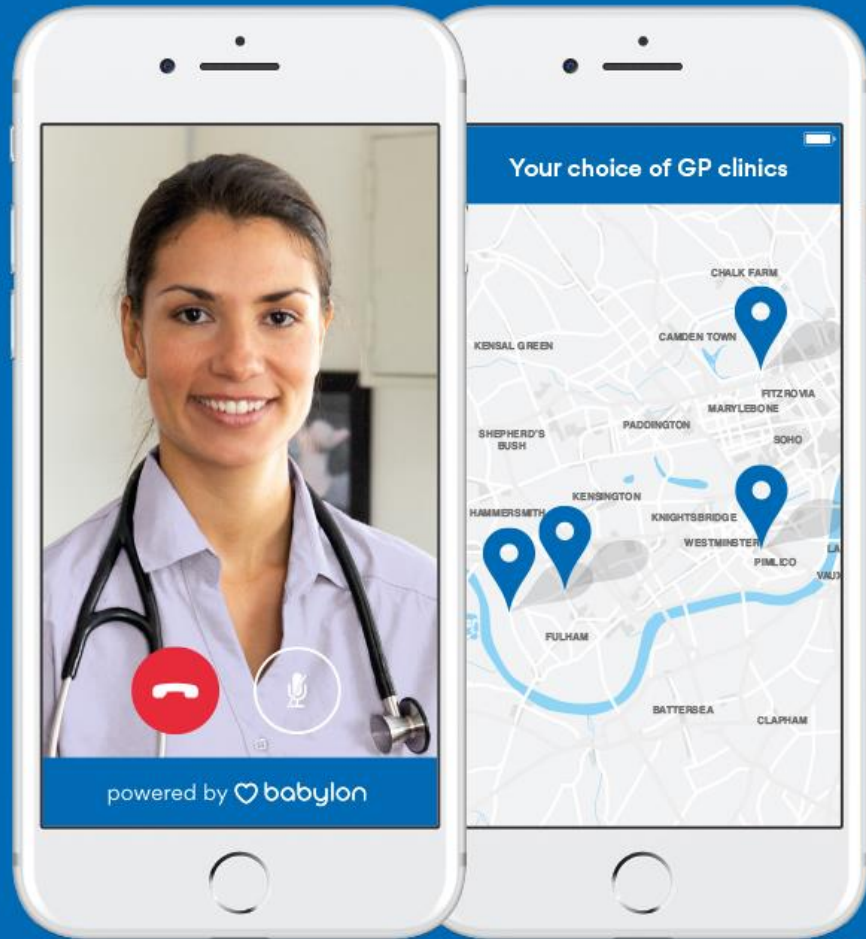


GP at Hand: London launch

April 2018





On phone
in minutes

In person
same or next day

See an NHS GP in minutes for free 24/7

Search 'NHS GP at hand'

or visit gpathand.nhs.uk

GP at hand
powered by ♥ babylon



The GP at Hand service meets NHS Primary Care commitments on access, quality, and self-management

Problems facing people using NHS services today

Unable to conveniently access primary care (waits for routine GP appointments of 2 weeks or more)

Triage by unqualified, non-clinical staff (receptionists forced to make decisions about whether a patient is sick enough to warrant an urgent GP appointment)

Low take up of opportunity to register with a practice close to work, rather than home as set out in the Government's GP Choice policy (only ~60,000 patients registered out-of-area)

Not empowered to take control of own health and self-manage minor illness (high volumes of people attending A&E and GP practices who don't need medical care)

Advantage of the GP at hand service

- **94% of people rating service give it 4 or the full 5 stars (87% 5 stars)**
- People using the GP at hand service can usually **see a GP within two hours, 24/7**
- Smartphone consultations mean that the patient does not need to travel when feeling unwell
- Triage is carried out using state-of-the-art artificial intelligence (AI), for which the safety and clinical effectiveness have been thoroughly reviewed and published
- Every AI triage is recorded, enabling audit and ongoing improvement
- People able to choose their general practice, based on what they feel is best for them
- Full face-to-face GP service across multiple locations gives people the confidence that they can see a GP in-person when they need to
- babylon app includes NHS Choices information leaflets, as well as the ability to monitor own healthcare through over 80 other apps and wearable devices, all linked to the babylon app
- babylon is building a personal health assistant into the app to support the health and wellbeing of each user

It also solves problems for GPs and NHS commissioners

Problems facing GPs and commissioners today

GPs suffering from low morale and over-work

GPs not able to return to work, due to inflexibility of practice arrangements

Lost referrals to secondary and community care not transparent to commissioners

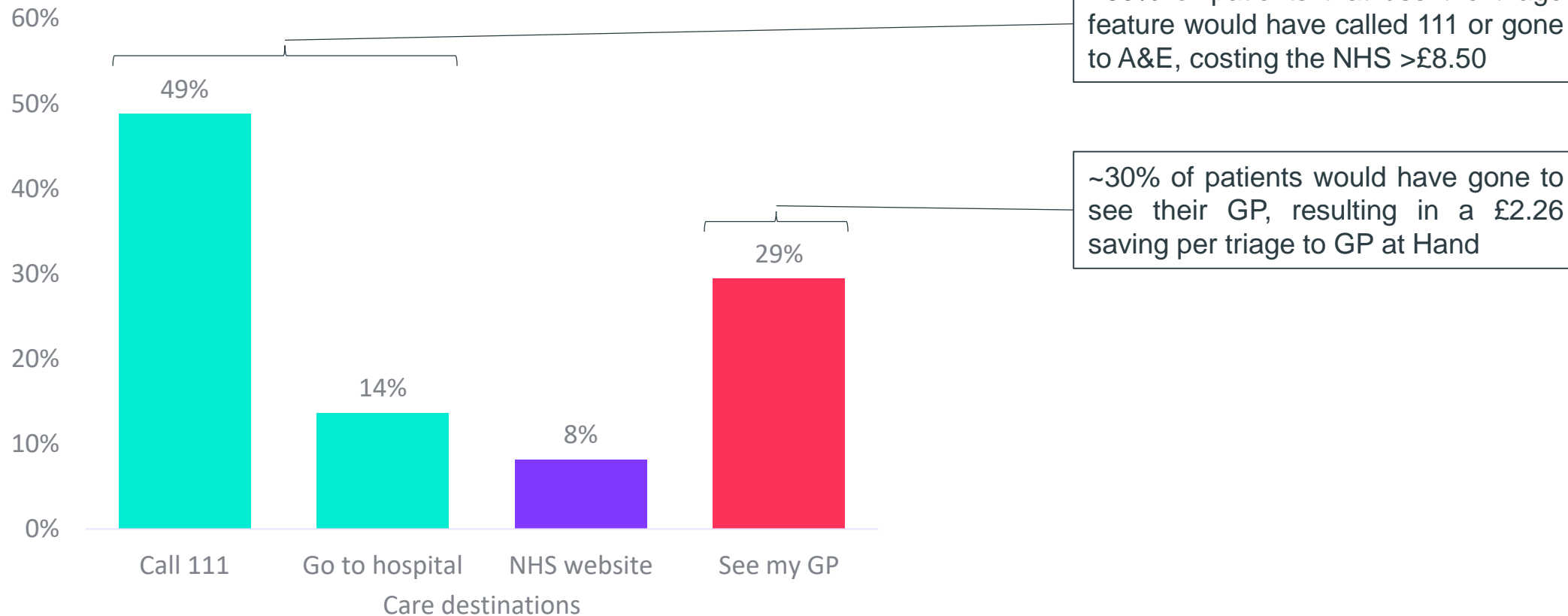
Advantage of the GP at hand service

- GPs delivering the GP at hand service report high levels of satisfaction in improving access and care for patients¹
- GPs have the safety of knowing all appointments are recorded and so can defend against unfair criticism of what was said or done in a consultation
- GPs can work from home or other convenient location
- GPs can choose which sessions to work
- Flexibility allows GPs to remain in the workforce (those considering retiring) and return to the workforce (parents)
- GP at hand service support team tracks all referrals to ensure these are not lost or unnecessarily delayed
- Problems with referrals to particular providers will be reported to commissioners so that action can be taken to protect the many patients who suffer in the current NHS system from poor handovers of care

¹77.5% of GPs gave 4 or 5* responses to the question "Over the past week, how much have you enjoyed your babylon work?"

Patient-reported data suggests each babylon AI triage saves the NHS >£8.50

Patient responses to the question 'What would you have done if the app wasn't available?' for "genuine" uses of the app¹

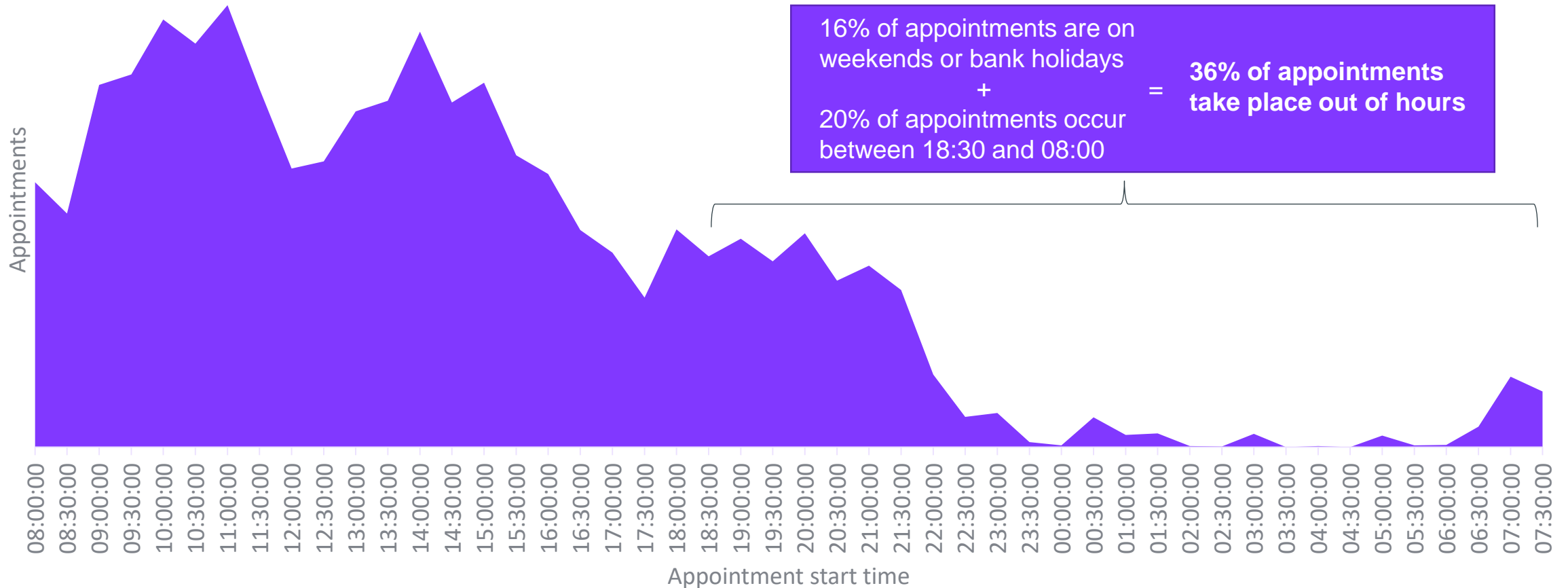


¹Data collected through the NHS 111 powered by babylon app, 31/1/17-20/12/17 and presented to NHS England as part of service evaluation. "Genuine" triages refers to patients who indicated they did not wish to share information about their use of the service with other NHS providers for follow-up.

NOTE: Savings figures are calculated on the basis of avoided care, i.e., a patient that would have gone to A&E and is triaged to A&E generates no savings. A patient who would have gone to A&E but is triaged to a GP saves the A&E tariff (£138) minus the cost of a GP appointment (£31, Source: PSSRU UCHSC (2017))

Demand for appointments goes well beyond traditional GP opening hours

Completed appointments by start time



The service benefits have driven high satisfaction and uptake for both patients and clinicians

35,000

Applications since launch

94%

4 or 5* ratings

"I had short appointment lead times, I was pre-diagnosed, no waiting rooms and someone checked if I was ok - If this is the start of AI healthcare, count me in!" GP at Hand patient, London

>20

Clinicians sign up per month

"It's great that I don't have to be worried about patients waiting ages to speak to me, and that I can devote as much time as needed to reach the best possible outcome for them" GP at Hand Doctor

This compares to 84% of GPs across the NHS reporting that workload pressures are either "unmanageable" or "excessive" and having a direct impact on the quality and safety of the care they deliver to patients¹

95%

Babylon clinicians "agree" or "strongly agree" with the statement "Usually, I can manage the amount of my work well."

¹"Patient safety under threat from pressures in General Practice", BMA (2016), <https://www.bma.org.uk/news/media-centre/press-releases/2016/november/patient-safety-under-threat-from-pressures-in-general-practice>

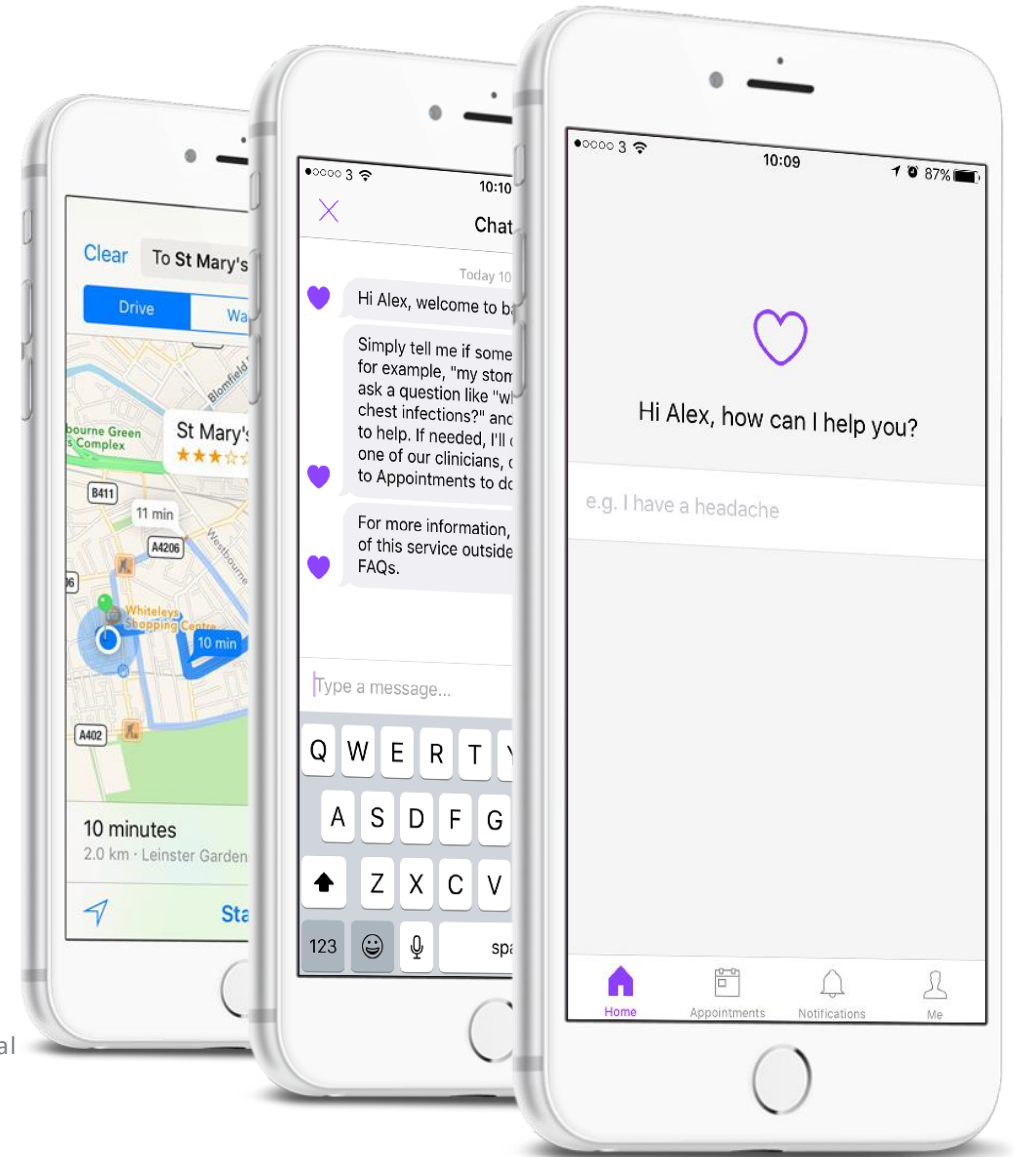
Made possible by technology that promotes self-management and reduces duplication...

- 34,000 conversations with our AI since launch, helping to signpost patients to the right care setting first time
- 40% of chatbot conversations direct patients to self-management outcomes – 3x the rate of the 111 telephone helpline
- New functionality will provide patients at-risk of developing health conditions with pre-emptive action plans

Sources: AI conversations figures from babylon internal reporting.

40% self-management figure from “NHS 111 powered by babylon” analysis shared with the NHS.

The NHS 111 telephony services triages 14% of patients to self-management, based on calls “Not recommended to attend other service” (Indicator 5.27) divided by calls “Triaged”)indicator 5.11, Feb ‘17 to Jan ‘18 inclusive in the National MDS (<https://www.england.nhs.uk/statistics/statistical-work-areas/nhs-111-minimum-data-set/>)



...Combined with empowered staff, working at scale and supported by technology

Improved utilisation through rota management and load balancing across the GP network

Pre-emptive diagnosis support from AI chatbot to help target clinical assessments

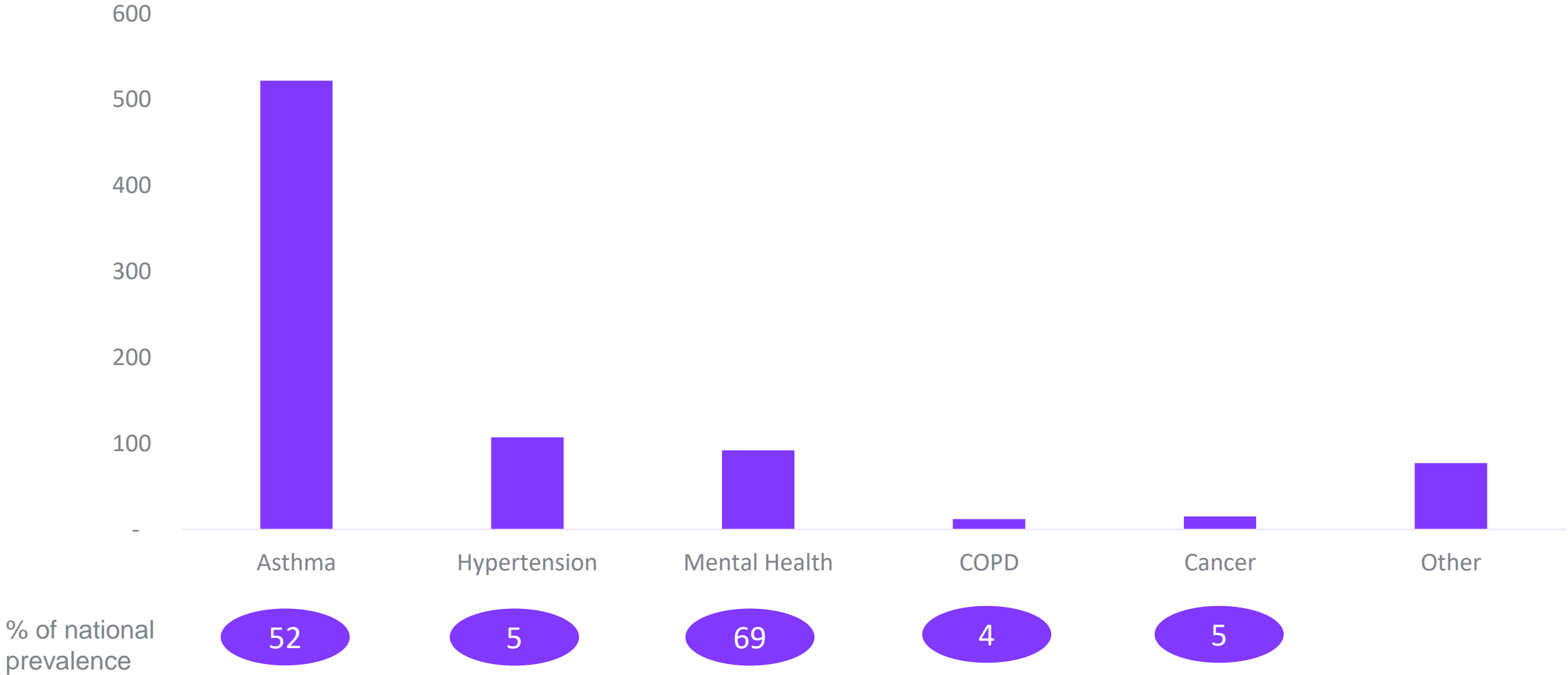
AI will assist administrative tasks like note-taking and suggests best-practice treatment plans

At-scale back office improves efficiency

- System is able to accommodate regional and seasonal fluctuations in demand by spreading workload across a geographically dispersed pool of clinicians
- Use of the chatbot prior to a consultation speeds up consultation time due to faster, more-focussed history-taking
- Improved clinical safety through suggested potential diseases by our AI that may prompt the clinician to consider alternative diagnoses
- Note-taking supported by automatic transcription, coding, and suggested “best-practice” treatment plans for common conditions
- Improved clinician satisfaction from reduced administrative burden
- Enhanced patient outcomes from “best-practice” treatment plans
- Scale and technical capability within babylon encourages development of automated solutions for simple, repetitious tasks

No patient groups are excluded: there are 825 complex diagnoses on the GP at hand list

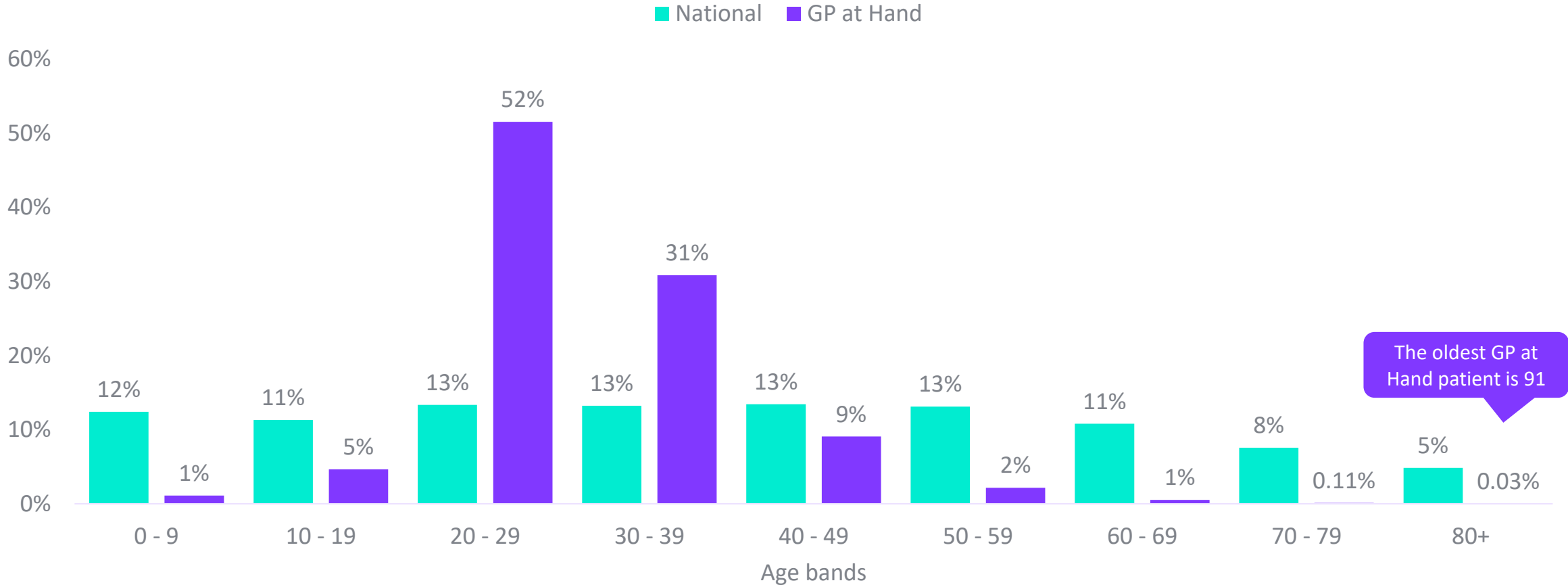
Count of diagnoses for GP at Hand patients



Source: GP at Hand practice administration systems extract (SystemOne), 09/02/18

...And while GP at hand members are on average younger than for most practices, the full age range from 0 to 90+ is covered

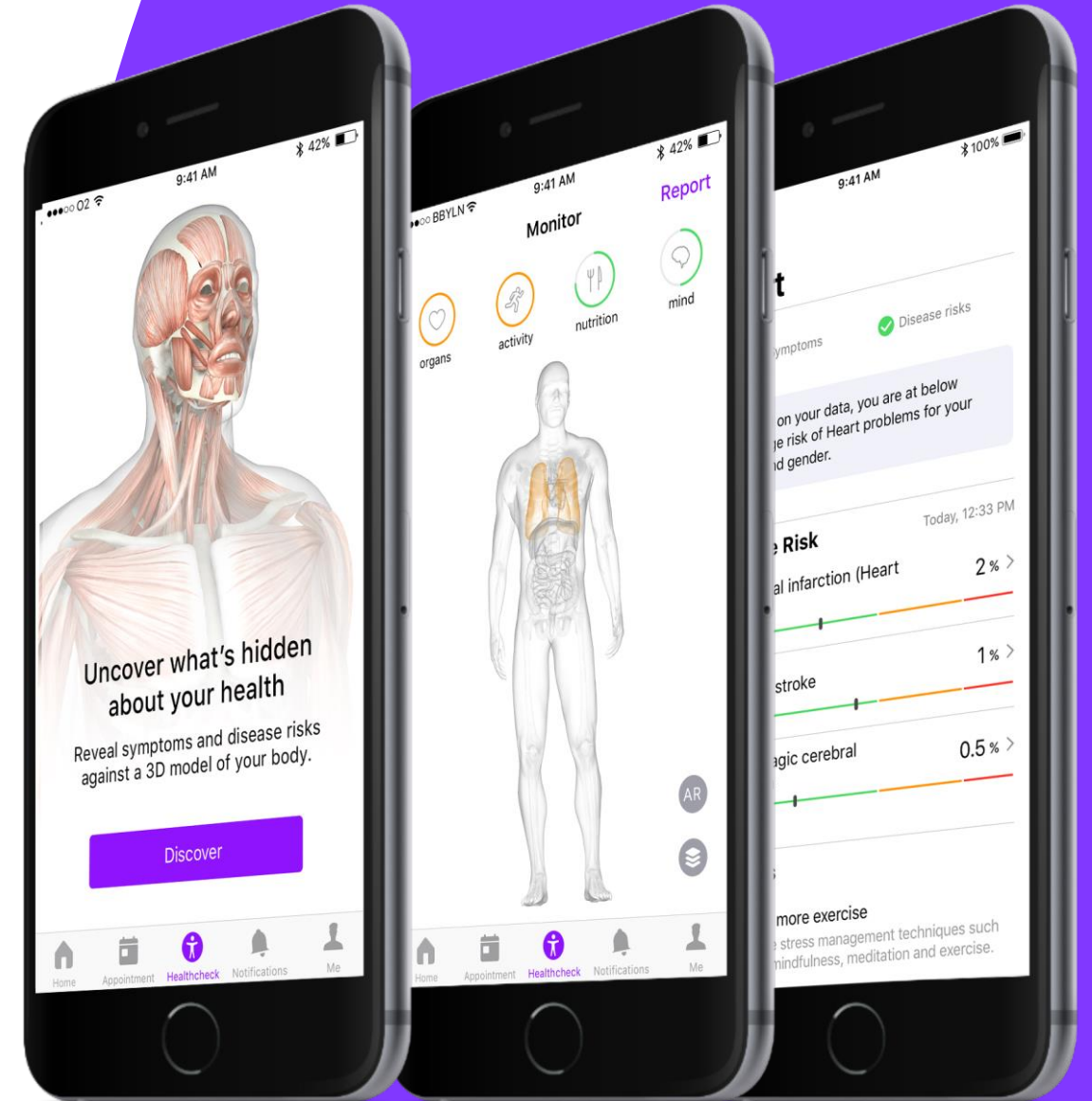
GP at Hand patient aged distribution compared to national average



Source: GP at Hand data from practice administration systems extract (SystemOne), 09/02/18
National data from ONS mid-year population by age 2016

babylon supports its members to help them proactively manage their health

- New functionality allows patients to conduct an organ-by-organ health assessment and identify any potential risks
- Users are then helped to improve their health through tailored action plans
- The system then delivers helpful prompts to encourage patients to enact their action plans and monitor progress against them



babylon's NHS work attracts global attention and supports investment into the UK



Babylon, the British digital health start-up that uses artificially intelligent algorithms to assess illness, has struck a deal with Chinese internet giant Tencent to offer its technology on the group's hugely popular WeChat social messaging platform.

The deal will give WeChat's almost 1bn users the ability to message medical symptoms to Babylon's app, which will send back healthcare advice, and propel the company into China's huge medical market. (April 5th 2018)



BABYLON, the innovative British healthcare technology company, announced an agreement between themselves and THIQAH to provide AI health services to the citizens of the Kingdom of Saudi Arabia, in association with the KSA Ministry of Health. The signing of the partnership, which took place on the Healthcare UK stand at Arab Health, marks the start of the introduction of AI health services to the region on this scale.



Babylon is the only European Health Tech company to feature

Here are 50 Companies Leading the AI Revolution

Whether you fear it or embrace it, the A.I. revolution is coming—and it promises to have an enormous impact on the world economy. PwC estimates that artificial intelligence could add \$15.7 trillion to global GDP by 2030. That's a gargantuan opportunity. To identify which private companies are set to make the most of it, research firm CB Insights recently released its 2018 "A.I. 100," a list of the most promising A.I. startups globally ... (January 8th 2018)



The doctor will see you now: NHS starts smartphone consultations

Millions of NHS patients will be offered the chance to consult family doctors around the clock by smartphone as the first "virtual GP" goes live.

Selected Awards:



The AI 100



Best AI Product (Health)



1st Place, Top 10 European Startups



IT Innovator of the Year



100 Hottest Startups in Europe



Best New App, 2015

