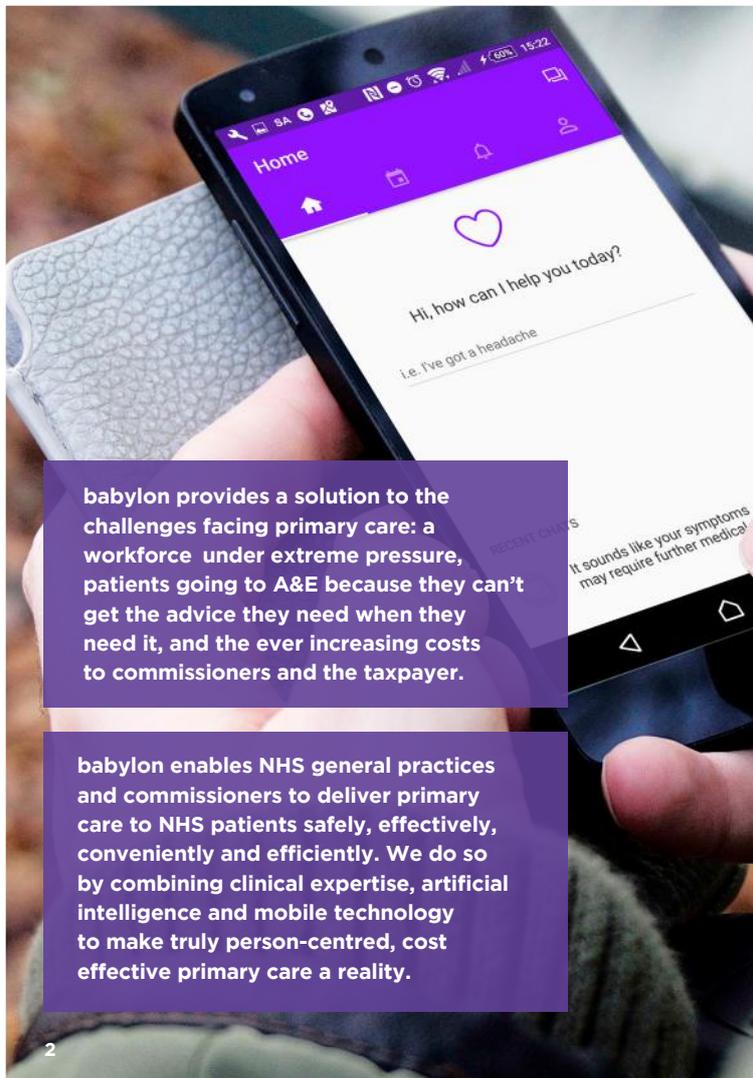


A close-up photograph of a man with short blonde hair and a beard, wearing a green t-shirt, holding a baby in a carrier. The baby is wearing a blue cap with white snowflake patterns. The background is a bright, out-of-focus outdoor setting, possibly a beach or park, with sunlight creating a warm, golden glow. The overall mood is tender and protective.

**NHS**

♥ babylon

**NHS general  
practice**  
powered by  
babylon



**babylon provides a solution to the challenges facing primary care: a workforce under extreme pressure, patients going to A&E because they can't get the advice they need when they need it, and the ever increasing costs to commissioners and the taxpayer.**

**babylon enables NHS general practices and commissioners to deliver primary care to NHS patients safely, effectively, conveniently and efficiently. We do so by combining clinical expertise, artificial intelligence and mobile technology to make truly person-centred, cost effective primary care a reality.**



**babylon is one of the largest digital health providers in the world delivering the highest patient satisfaction ratings.**

**2,500+** Number of patient interactions with babylon a day.

**81%+** of babylon users rate us 5 out of 5.

# What does babylon offer to the NHS?

babylon gives NHS patients, general practices and commissioners the choice of much more convenient access to primary care, via a digital-first, person-centred approach.

Every patient has the full confidence of physical consultation when needed, bringing the best of digital and physical care together.

**babylon's suite of services span from the fully digital AI symptom checker and health monitoring services to supporting general practices with babylon's online GPs.**



**Symptom checking  
& Self-care**



**Face to face  
Doctor consultation**

## Contents

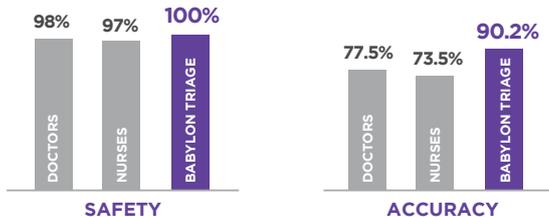
<b>1</b>	<b>Artificially intelligent symptom checking</b>	<b>6</b>
<b>2</b>	<b>Fast answers by babylon clinicians to health questions</b>	<b>8</b>
<b>3</b>	<b>Online consultation platforms for general practice</b>	<b>9</b>
<b>4</b>	<b>Online babylon GP consultations to support general practice</b>	<b>10</b>
<b>5</b>	<b>Full babylon service</b>	<b>12</b>
<b>6</b>	<b>What is babylon's track record?</b>	<b>15</b>
<b>6.a</b>	<b>CQC Inspection July 2016</b>	<b>16</b>
<b>6.b</b>	<b>Essex case study: Highlands Surgery &amp; East Group</b>	<b>18</b>

# 1 Artificially intelligent symptom checking

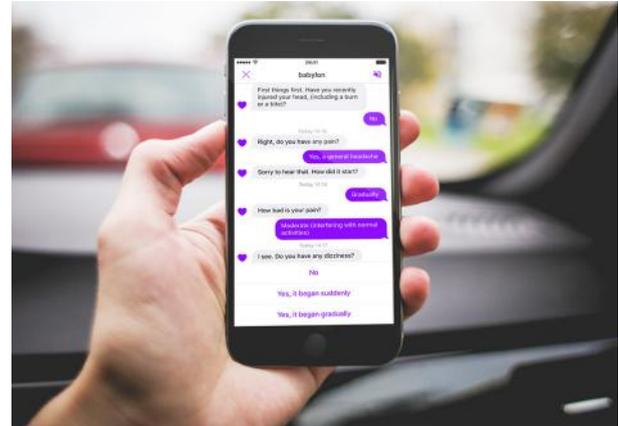
babylon uses artificial intelligence (AI) to provide a 24/7 symptom checker service, empowering patients with quick clinical reassurance by identifying the appropriate course of action through their mobile. Whether the patient is at home or on the go, they are able to receive safe and accurate health guidance.

## How does babylon use artificial intelligence (AI)?

babylon's AI technology can process billions of symptom combinations much faster and more accurately than the human brain. babylon's AI symptom checker has been tested against clinicians and is safe, more accurate and faster.



*"Sorting out symptoms: design and evaluation of the 'babylon check' automated triage system." - Middleton, 2016*



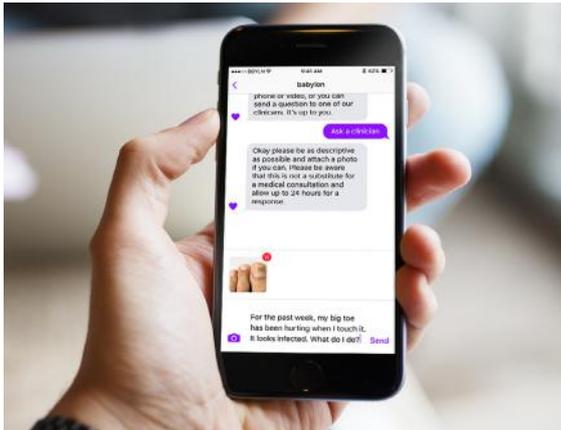
Artificial intelligence means that babylon continually learns about the safest and most effective ways to advise and treat patients – staying up to date with the very latest research and tailoring advice to respond to all the data now available about each patient. This is simply not possible for GPs or any other professionals to do in the time they have available.

Of course, no technology can learn without expert clinical tuition. babylon's AI symptom checker is built by a team of expert NHS clinicians, software engineers and data scientists working together. Whenever a medical opinion is needed, babylon will ensure that a human doctor makes the final decision with the patient.

## 2 Fast answers by babylon clinicians to health questions

To complement the AI symptom checker, babylon also enables patients to submit a photo and any description they wish, getting it reviewed and responded to by a babylon clinician via the app within minutes.

This enables patients to quickly interact with a clinician and gain peace of mind without needing to book an appointment.



## 3 Online consultation platforms for general practice

We provide a comprehensive online consultation platform, providing practices with a tool to carry out their own video and voice consultations remotely.

babylon's easy-to-use online consultation platform includes a clinical record system that can be securely and immediately accessed by patients and doctors. From anywhere in the world, patient and doctors can see:

- Medical history
- Video and voice recordings of previous consultations
- Medications
- Allergies
- Pathology and imaging results

CCGs and practices have access to £45 million from NHS England over the next three years for online consultation platforms.

## 4 Online consultations to support general practice

In addition to providing the online consultation platform for a practice's own clinical staff, we can also support general practice by providing additional clinical support from babylon doctors, easing workload and recruitment challenges.

In Essex, we are working with two practices to give 21,500 patients the option to book an online appointment with a babylon GP. By giving patients the choice to use a digital service that complements the care provided by the GP at their practice, we have successfully freed up time for the GPs in these two practices to treat patients with more acute or emergency issues. See case study on page 18 for more details.



## 5 Full babylon service

NHS practices that partner with babylon have the advantage of combining the medical expertise in the practice with babylon's mobile technology, AI, data analytics and predictive algorithms. As a result, patients will get both the best physical and digital care.

Each patient can download the babylon app and receive the full babylon digital service, all free of charge to the patient. When a physical appointment is required, this would take place at the practice.



### The full digital service includes:

- Artificially intelligent symptom checking
- Fast answers by babylon clinicians to health questions
- GP consultations by video or phone
- Digital assistance with medication and treatment adherence
- babylon clinical record system
- Machine-generated GP notes
- Patient health profile, enabling patients to collect, assess and benchmark their own information across key factors impacting individual health (e.g. environment, behaviour and biology)
- Adaptive and predictive health analytics
- Pharmacy location service

By supporting patients with digital care wherever possible and medically appropriate, practices can provide advice, prescriptions, diagnoses and referrals in an affordable way that is safe, effective and vastly more convenient.



## 6 What's babylon's track record?

**1 in 100 people in Britain have downloaded babylon, with up to 2,000 more people joining a day.**

### **Data security**

babylon already securely holds data for over 300,000 registered members.

babylon will never give any non-NHS organisation access to patients' personal data without consent. We take the security of patient data very seriously and all personal data is encrypted and stored on our dedicated servers.

### **Patient safety**

babylon was inspected by the CQC in July 2016, and the CQC found babylon to be providing safe, effective, caring, responsive and well-led services in accordance with all relevant regulation. They also commented that we have a "clear vision and strategy to deliver, as a top priority, safe and high quality care and promote good outcomes for patients."

## 6.a CQC Inspection



### Safe

CQC found the quality and safety of our service to be our “top priority”. They were satisfied that potential risks are “always assessed and well managed” and that we have “clearly defined and embedded systems, processes and practices in place to keep patients safe.”



### Effective

During the inspection, CQC reviewed patient notes and findings from our regular clinical audit process and concluded that “patient records showed a full and accurate assessment, diagnosis and treatment of patients had been made” and that “GPs assessed patients’ needs and delivered care in line with relevant and current evidence- based guidance and standards.”



### Caring

All patients who responded to the CQC were “positive about the service experienced”, commenting on the “helpful, caring” doctors who treated them with “dignity and respect”, responding “compassionately when they needed help” and providing “support where required.”



### Responsive

The inspection team concluded that we encourage and value “feedback from the patients, the public and staff” and engage patients in the delivery of the service. Patient comments received by the CQC “commented positively on the accessibility and flexibility of the service, fitting around their needs.”



### Well-Led

The CQC team found that babylon has “strong and visible clinical and managerial leadership and governance arrangements” along with “a comprehensive range of policies and procedures to govern activity” which are “continually updated and reviewed” as part of “an overarching governance framework” supporting “the delivery of the strategy and good quality care.”

**“Clear vision and strategy to deliver, as a top priority, safe and high quality care and promote good outcomes for patients.”**

## 6.b Essex case study Highlands Surgery & Eastwood Group

babylon has already proved to be a popular service for NHS patients of all ages and to save time for GPs. We have been chosen to support a patient population of 21,500 across two GP practices in Essex with our online babylon GP consultations.

Over 20% of the patients at the Highlands surgery are using babylon and patients are managed by GPs entirely remotely.

70% - 80% of patient issues are closed, and in these cases, patients have either received their prescriptions or referrals, or are guided through self-management. Our online consultation system has freed up one appointment per patient in the last year, and reduced visits to A&E and walk-in centres.

**“Excellent, concise professional help within 2 hours. Thanks Babylon. Thanks Doctor!”**

– Patient

**“It’s a fantastic service, you can have a consultation within an hour and all info is fed back to our doctors. If the patient needs seeing we will contact the patient”**

– Highlands Surgery  
GP Practice Manager

**How can practices take things forward with babylon?**  
babylon supports the NHS and is designed to work together with existing methods to achieve the best, most effective patient care.

If you'd like to find out more about how we can support your practice, please contact [nhs@babylonhealth.com](mailto:nhs@babylonhealth.com).

**Get in touch**

[nhs@babylonhealth.com](mailto:nhs@babylonhealth.com).

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