



Babylon Healthcare is Outstanding for well-led services and rated Good overall according to the Care Quality Commission

Wednesday 4th December 2019

Babylon Healthcare Services is Outstanding in how it is led¹ according to the Care Quality Commission (the independent health and social care regulator in England) and has been rated as Good overall. Babylon Healthcare Services provide the technology, medical staff, training, regulatory processes and systems that underpin the care for all Babylon's UK patients. The service includes digital consultations for private patients and the Health Assistant app which gives anyone who registers free access to Artificial Intelligence-powered health tools ([Monitor](#), [Healthcheck](#) and [Symptom Checker](#)) and enables them to book and receive consultations, watch consultations again and access their medical records.

Dr Matt Noble, Medical Director (UK Clinical Service), said: "We're delighted to have been rated as Outstanding for well-led services and being rated Good overall. We're particularly proud that the report highlights how our patients are treated with compassion, kindness, dignity and respect. 93% of patients give our service five or four stars. We are also very proud that the CQC recognises our 'exceptional access' with consultations available all day, every day. 50% of patients wait fewer than two hours for an appointment and 75% wait fewer than four hours. That success is down to our staff who felt 'valued' and 'proud' of Babylon."

Only 5% of GP practices were rated as Outstanding for how they were led in 2018-2019²

The report said:

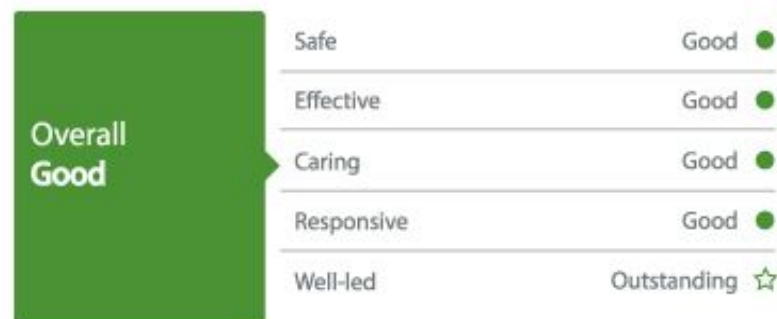
- "treated people with compassion, kindness, dignity and respect with four and five-star ratings for the service consistently above 93%"
 - "exceptional access with consultations available 24 hours a day, seven days a week, 52 weeks a year with a waiting time of less than two hours for 50% of patients and four hours for 75% of patients"
 - "People could see a GP at their convenience and they were impressed with the calibre of staff hired. They said that the service was well organised and efficient."
 - "All staff we spoke to felt valued by the leaders", "spoke highly of the culture and were proud of the organisation", and there was "an exceptional level of staff support, engagement and training"
 - "There was a strong focus on continuous learning and improvement at all levels of the organisation"
- "There was a 'risk tagging' system in place where the consulting GP could flag on the patient record high risk patients for follow up by the senior medical team, safeguarding team, pharmacy team or care coordination team whichever was appropriate. We were given an example of the effectiveness of the system where a suicidal patient was flagged for immediate help resulting in the emergency services being contacted. The senior team followed up with the patients NHS GP to ensure safe handover."

This was the first time Babylon Healthcare Services have been assessed under the new CQC rating system for private healthcare. The report noted that:

- All our GPs are on the General Medical Council GP register
- 10-minute consultations are available with a GP, 24/7, 52 weeks a year through video or phone call
- Consultations are available to both adults and children
- The service provided 33,000 consultations in the last year to its private patients (This does not include patients who receive access to Babylon through employee benefit schemes as these are exempt from CQC assessment)
- Babylon's app also includes a free Healthcheck function and a Symptom Checker (an optional tool that provides health information, not a diagnosis)



Babylon Healthcare Services Ltd CQC overall rating



Inspection date: 26 September 2019

References:

1. CQC inspection report published 4 Dec 2019:
<https://www.cqc.org.uk/location/1-2827110122>
2. The state of health care and adult social care in England 2018/19 published by the Care Quality Commission, Fig. 2.19, p69:
https://www.cqc.org.uk/sites/default/files/20191015b_stateofcare1819_fullreport.pdf

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