

Babylon results published after 2400 Twitter troll tests

- **Anonymous user spends hundreds of hours conducting 2400 tests**
- **Literature review shows average error rate leading to adverse events in primary care of 1-2% (<https://www.health.org.uk/publications/levels-of-harm-in-primary-care>)**
- **Babylon has zero reported adverse events**
- **NHS validated Babylon as safe service 10 times**

At Babylon, our mission is to put affordable, accessible healthcare in the hands of every person on earth. We employ hundreds of doctors and scientists to build technologies that can improve care delivery, including an AI solution that works in tandem with clinicians. By reducing the administrative burden on clinicians, performing triage tasks and giving patients the information they need at any time of the day or night, our AI helps relieve the burden on healthcare systems across the world¹. In addition, we deliver thousands of virtual and face-to-face consultations every day, in countries as wide ranging as the UK and Rwanda.

Our track record speaks for itself: our AI has been used millions of times, and not one single patient has reported any harm (a far better safety record than any other health consultation in the world). Our technology meets robust regulatory standards across five different countries, and has been validated as a safe service by the NHS on ten different occasions. In fact, when the NHS reviewed our symptom checker, Healthcheck and clinical portal, they said our method for validating them “has been completed using a robust assessment methodology to a high standard.” Patient satisfaction ratings see over 85% of our patients giving us 5 stars (and 94% giving five and four stars), and the Care Quality Commission recently rated us “Outstanding” for our leadership.

In spite of this, for several years now an anonymous detractor on Twitter – using the alias @DrMurphy11 – has trolled us at every turn. He has targeted members of our staff, partners, clients, regulators and journalists and tweeted defamatory content about us.

At every stage, we have attempted to start a positive conversation with this anonymous person. We have invited him in to start a dialogue, to test our AI, and to meet with the senior doctors who build our products. We have corresponded with him openly and honestly when he has brought issues to our attention. We have repeatedly opened our doors, but revealingly he prefers to troll on twitter. He refused to meet us and instead posted over 6,000 misleading attacks.

¹ Our AI tools provide information only and do not provide a medical diagnosis, nor are they a substitute for a doctor.

As a scientific organisation, we are all about evidence. So now, we feel we have no option left but to publicly share the data on accuracy of the flows @DrMurphy11 has run through our symptom checker, and submit them for independent evaluation. We have more non-personal data available but the summary stats speak for themselves, this anonymous user has:

- Spent hundreds of hours (that is the equivalent of 5 weeks of work in clinical services) testing our system (of course, we're flattered)
- Ran around 2,400 tests
- Raised fewer than 100 test results which he considered concerning

In addition:

- A panel of senior clinicians investigated and re-validated every single one, in most cases finding they had been misrepresented, and on some occasions, like everyone does, @DrMurphy11 had simply made a mistake.
- On only 20 occasions (out of 2400), he found genuine errors in our AI. In these cases, we fixed them immediately, and each time we made a fix, it stayed fixed, so we are extremely grateful to him.
- That's an error rate of around 0.8% of the tests this user ran. (To put this in context, the reported error rate leading to an adverse event in wider general practice is 1-2%. Not one of our errors led to a reported adverse event.)

As the data shows, this anonymous user has spent hundreds of hours trying to trick our AI. All credit to him for the effort. He ran thousands of tests, but was proved right in just 0.8% of cases.

So today we're making a big offer: @DrMurphy11 now that you have stepped out from behind your computer, why not be part of an open, independent analysis of your AI testing: publish the entirety of your work, and let the totality of your data be assessed by any objective expert.

We are a proud, scientific and clinical company with over 2,000 of the brightest minds dedicated to making the world a better place. We want to improve heavily burdened health systems like our NHS, so future generations get better access to care. Our record speaks for itself.

Need more info?

Please contact Babylon's press team on +44 (0)7966 081 090 or via press@babylonhealth.com