



babylon

The Care Quality Commission has found us to be safe, effective, caring, responsive and well-led

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Babylon is proud to announce that the independent regulator for medical services in the UK, the CQC, has found the Babylon Health private service to be safe and effective. Not only this, but it also found that the service is caring, responsive and well-led.

The CQC have stated our service is safe and effective with staff who “worked carefully to maximise the benefits and minimise the risks for patients”. With digital consultations available 24/7/365 our service was found to be responsive to patients needs without compromising on quality. This is reflected in our patient consultation ratings, with a reported “four or five star ratings were consistently above 93%”.

Dr Matt Noble, Medical Director (UK Clinical Services), said:

“Every GP practice will know the rigour and scrutiny that comes with a CQC inspection, so we are very pleased to have been rated as Good, that they recognised just how quickly people can get an appointment and how satisfied our patients and staff are.”

“We pride ourselves on being a patient-centric service that always has our patients best interest at heart, which is why we were pleased to find that the CQC found our service to be not only safe and efficient, but also ‘caring’ and ‘inclusive’ with GPs who treated patients with compassion, dignity and respect.”

Babylon is a progressive company that works hard to ensure our services are always inclusive, which is why we are proud to report that the CQC confirmed that we “did not discriminate against any client group”. This includes a positive mention of our Language Line for patients who require translation, as well as “type talk” for visually impaired patients.

Our staff have “a clear vision to work together to provide a responsive, high quality service that put caring and patients safety at its heart”. Additionally, our service is well-led with a transparent culture and a strong emphasis on continuous improvement. As per the CQC’s suggestion we will be ensuring that our quality improvement process focuses more on improving quality rather than improving processes.

Our service is not designed for medical emergencies or to support the management of long-term conditions. In order to ensure that our service is appropriately handling these types of requests it was suggested that we should, firstly, implement a system to locate patients during consultations and, secondly, ensure we constantly review our communication pathway with NHS services for our patients with chronic diseases. We will take all of the CQC’s points on board to ensure that we are offering the best possible care to our patients.