



Babylon GP at Hand response to new NHS policies for digital-first primary care

27/09/2019

“NHS England and NHS Improvement have approved a new set of policies regarding digital-first primary care¹. These proposals are a vote of confidence in the unparalleled access to high quality primary care that Babylon GP at Hand brings. The proposals will enable patients across England to choose Babylon GP at Hand, and we welcome the commitment to retain our current funding levels.

“We will continue to expand our digital and in-person services, having already added three new clinics this year in addition to our usual 24/7/365 digital access to GPs within minutes. We are already looking at a number of new sites and will soon open even more high quality clinics, increasing the attractiveness of our services to even more patients across London and England.

“We will work closely with all our commissioners to assess where further clinics are required. The consultation response is explicit that clinics are not required in each CCG if there is another clinic within a reasonable travel time, saying “*for example in particularly urban areas where premises are easily accessible in a neighbouring CCG.*”² NHS England have established that 40 minutes is a reasonable maximum travel time to a Babylon GP at Hand clinic and we expect this to form the basis for future guidance.

“Babylon GP at Hand offers full NHS GP services, with the added advantage of 24/7/365 digital consultations, our Symptom Checker, Healthcheck, Monitor, digital prescription service, patient access to notes and recordings of their consultations, all for the same funding as traditional GP practices. It is essential that the new policy changes are not implemented in a way that disadvantages digital-first providers, and we will robustly challenge any attempt to impose new requirements that are not reimbursed on a par with traditional practices.

“These new NHS policies will enable more patients to use Babylon GP at Hand and access the services that have made us so popular and we look forward to working with the NHS to make this happen.”

References:

1. “Digital-first primary care consultation outcome”: <https://www.england.nhs.uk/wp-content/uploads/2019/09/BM1918-6-digital-first-primary-care-consultation-outcome.pdf>
2. “Digital-First Primary Care Response to policy consultation on patient registration, funding and contracting rules” (point 77, p23):<https://www.england.nhs.uk/wp-content/uploads/2019/09/digital-first-primary-care-response.pdf>