

# NHS becomes first health service in the world to offer free, 24/7 healthcare via mobile phone as new digital service launches

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babylon health has partnered with NHS GPs to today launch GP at Hand, a free, transformative NHS service offering GP appointments within minutes via smartphone, 24 hours a day, seven days a week, 365 days a year.

babylon is proud to provide the technology that enables NHS GPs to serve their patients quickly, anytime, anywhere.

GP at Hand will slash waiting times to see a GP from the current average of two weeks to just a matter of minutes as registered patients can:

- Book a GP appointment in seconds through the babylon smartphone app
- Have a video consultation with an NHS GP typically in under two hours of booking, anytime, anywhere
- Have an in-person appointment if needed at convenient city centre locations on the same or next day
- Have prescriptions delivered to a pharmacy of their choice
- Play back the entirety of video consultations on their phone post-consultation
- Check their symptoms with the world's most advanced artificial intelligence to reassure themselves accurately on what they should do next.

GP at Hand allows patients to consult a doctor from the comfort of their home or during a break in the day for busy workers, spelling an end to taking half days off to see a GP.

Once a patient has successfully registered, the GP at Hand practice will have access to patients' medical records, meaning GP at Hand doctors can quickly assess problems.

GP at Hand is being led by a group of London NHS GPs and has today launched across London, and will be rolling out across the country in the near future.

### **World leading technology**

Powered by babylon, the British world leader in healthcare technology, GP at Hand will bring many of the world's cutting edge technologies straight to peoples' mobiles, including facial recognition technology to guarantee patient confidentiality and the world's most advanced artificial intelligence triage system.

### **In-person appointments**

When patients do need to see a GP in person, they can choose from a London-wide network of GP clinics and get an appointment on the same or next day, Monday to Saturday. Clinics are located at convenient locations for commuters and workers, including Canary Wharf, Victoria, Liverpool Street and Euston, with the network set to expand in the future.

### **5 star rating**

The service has been trialled in Fulham with nearly 90% of patients giving the service a 5 star rating and 96% of patients giving it a 4 or 5 star rating. In just a few weeks, 3,000 people have become members of the new service, with over 10,000 more registering their interest to join as the service rolls out.

**User review on App Store:** “Hadn’t used the app before. Opened it, made the video appointment for 9.50am the following day (Sunday morning doctors appointment! Wow!) Right on button, started the consultation face to face with a lovely doctor who gave advice, prescribed antibiotics, put my mind at rest. Within half an hour, I could replay the consultation which will always be there should I need it. This service, provide free by our GP surgery has so many plus points both for the GP and me.”

### **Dr. Ali Parsa, CEO of babylon, said:**

*“babylon’s mission is to put accessible and affordable healthcare in the hands of every person on earth. So it’s particularly satisfying that our own NHS has become the first health service to harness technology to offer round the clock, accessible healthcare to our people.”*

*In the 20<sup>th</sup> century, the NHS was the first to make healthcare universally available and in the 21<sup>st</sup> century, it is leading the way in using technology to make it more accessible to all.”*

### **Dr. Mobasher Butt, GP at Hand Partner, said:**

*“We do everything from grocery shopping to our banking online yet when it comes to our health, it can still take weeks to see a doctor and often means taking time off work for an appointment.*

*With the NHS making use of this technology, we can put patients in front of a GP within minutes on their phone, so the days of ringing frantically at 8am for an appointment should be long gone.*

*This new NHS service makes it easier for patients to see a doctor quickly at anytime and from anywhere and doesn’t cost the NHS a penny more. It’s a win win.”*

### **Dr Ian Abbs, Chair of the DigitalHealth.London Advisory Board said:**

*“Londoners use technology in almost all walks of life, and healthcare should be no exception. GP at Hand brings together the quality and safety of NHS GPs with world-leading technology to create a great service for people across the capital. I am extremely pleased to see babylon, who are part of the DigitalHealth.London Accelerator programme, supporting the NHS in this way”.*

### **Dame Barbara Hakin, formerly a GP and National Director in NHS England, said:**

*"I know just how difficult times are for GPs these days and how busy they are. GP at hand, in addition to being very convenient for patients, can help the service given the recruitment crisis we know is facing us. This technology can take more of the strain and ensure the best information and insight is available ahead of consultations which will then relieve some of the pressure on hard pressed clinicians"*

**Jane Barnacle, Director of Patients and Information for NHS England London region**

**said:** *"GP practices are right to carefully test innovative new technologies that can improve free NHS services for their patients while also freeing-up staff time. The NHS is now developing modern new treatment options for our patients, recognising that one size does not fit all when it comes to primary care."*

**Dr Johnny Marshall OBE, senior GP said:**

*"Empowering people is at the heart of good primary healthcare. By supporting NHS GPs through state-of-the-art technology, the GP at hand service is empowering people to manage their own health & well-being whilst enabling access to their own NHS GP when that is what they need."*

**Dr Charles Alessi, Senior Advisor at Public Health England said:**

*"The GP at Hand service is a true NHS primary care service - helping people stay healthy as well as looking after them when they are sick. People want to be in control of their health, and through babylon's technology GP at Hand makes that possible. "*

**Dr Howard Freeman MBE, senior GP said:**

*"GP at hand is a window onto what the NHS of the future will look like. When innovative NHS GPs embrace babylon technology to make life better for their patients, the sky is the limit"*

**ENDS**

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**Notes to editors:**

Like any other NHS service, GP at Hand is free at the point of use and the NHS will not pay a penny more for using this service than it does for GP registrations at traditional surgeries.

GP at Hand will verify patients ID before they can start booking appointments. Once a patient has successfully registered, their registered GP practice will become the GP at Hand practice

Patients can register in three simple steps:

- 1) Go to [gpathand.nhs.uk](http://gpathand.nhs.uk) (or download the babylon app)
- 2) Register by entering a few personal details and providing photo ID.

3) The app will then allow users to book an appointment with their new NHS GP in seconds and have a face to face video consultation with their NHS GP within typically two hours - in the comfort of their own home or in a quiet corner at their office.

The GP at Hand service meets or exceeds all NHS data security standards. All patient data is held centrally, so losing a mobile phone does not risk any loss of data.