

Digitally enabled primary care

Health & Overview Scrutiny Committee
10 Feb 2022



Our practices



The Royal Wolverhampton
NHS Trust

Deprivation

25.6

Average Score



House Bound Patients

485

Total

53.9

Practice Avg

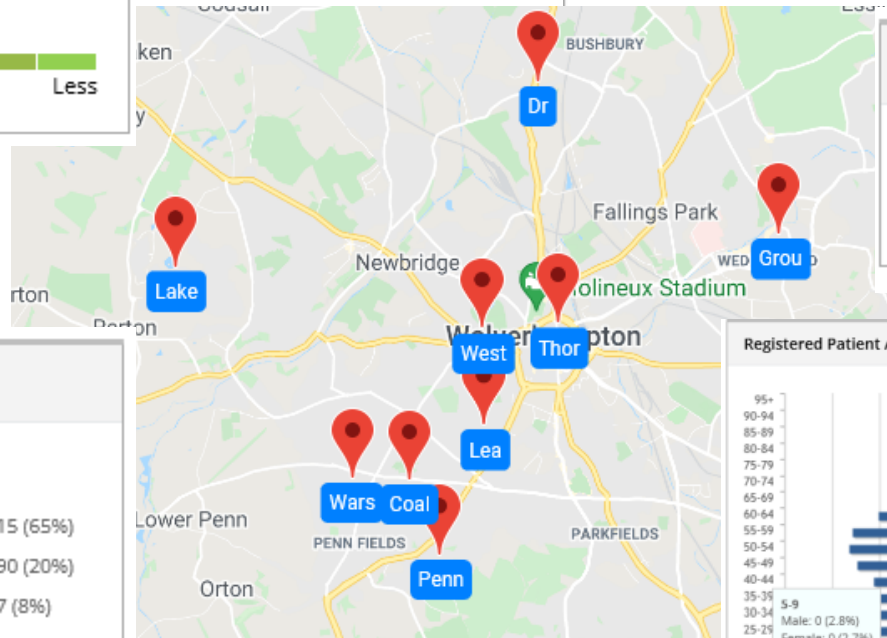
Care Home Patients

487

Total

54.1

Practice Avg

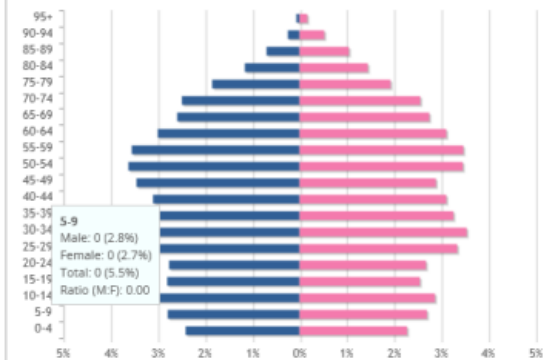


Long Term Condition Breakdown



- 0:35,815 (65%)
- 1:10,890 (20%)
- 2:4,537 (8%)
- 3:2,004 (4%)
- 4:969 (2%)
- 5+:690 (1%)

Registered Patient Age & Sex %



40.8

Male Average Age

42.5

Female Average Age

Who is babylon

Babylon is a leading global, digital-first value-based care company.

Mission: to make high-quality healthcare accessible and affordable for everyone on Earth.

Aim: to shift the focus of healthcare from sick to preventative care, resulting in better health and reduced costs.



Founder & CEO
Ali Parsa



24M People
Covered



500+ Global
Client Network



90% 5* Global
In-app Rating



16 Countries Live
& in Progress



13M Consultations
& AI interactions



Our partnership

A strategic partnership between RWT, Primary Care and Babylon.

Combining Babylon's cutting edge AI-powered technology with our local medical and clinical expertise to create all-in-one healthcare - right from your device, at no extra cost.

Key points to note

- Patients remain registered with their local practice
- Learning and experience from our partnership will be carried forward to aid other organisations nationally
- No up front costs to install the infrastructure
- Savings in the cost of providing hospital care to the patients registered with the 9 practices will be shared under a gain loss share agreement
- Prior to go-live a multi-disciplinary project group was mobilised to oversee the work
- All information governance requirements met through the Partnership agreement



The offer

- RWT patients seeing RWT staff – GPs, Physios, Pharmacists
- Ability to see a schedule of appointments & book-in
 - No need to call reception
- Appointments via video or telephone
- Access to digital self care tools

babylon

Access your NHS GP practice remotely*

Download the Babylon app to get free digital appointments with your regular GP practice staff, from your device.

The Royal Wolverhampton NHS Trust

- Talk to your regular GP practice staff remotely
- Check your symptoms instantly
- Prescribed medication sent to a pharmacy of your choice
- Digital health tools to help you stay healthy

How to get started
Scan the QR code and enter your details to register you and your family.
Then download the Babylon app and sign in to book an appointment.

Having trouble getting started?
Visit www.rwtprimarycare.nhs.uk

GET IT ON Google Play | Download on the App Store

Safe & Effective | Kind & Caring | Exceeding Expectation

Having a digital appointment

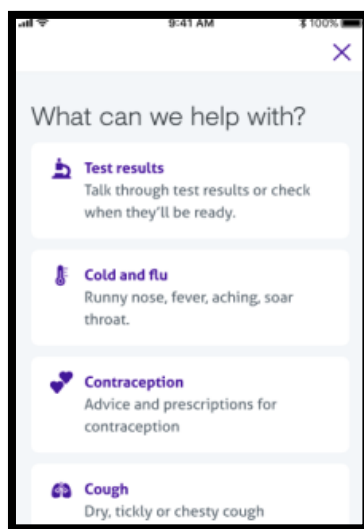
Patient selects
appointment
category

Patient enters
appointment details

Patient sees
recommended
clinician types and
makes selection

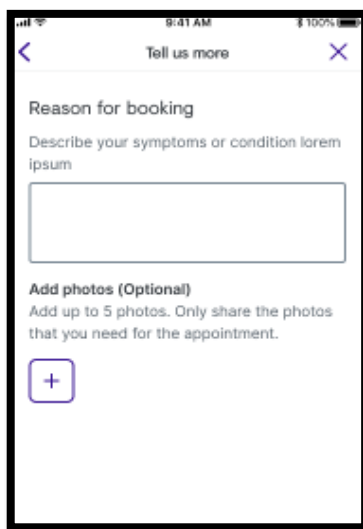
Patient books
available slot

Patient selects
appointment type
and confirms
booking



What can we help with?

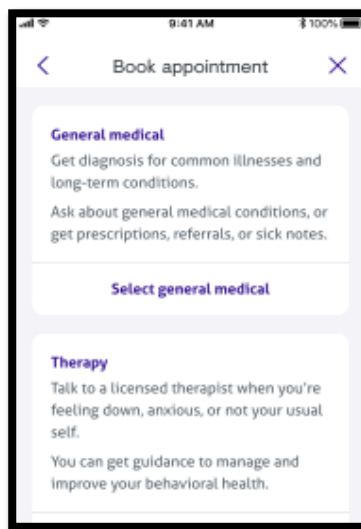
- Test results**
Talk through test results or check when they'll be ready.
- Cold and flu**
Runny nose, fever, aching, soar throat.
- Contraception**
Advice and prescriptions for contraception
- Cough**
Dry, tickly or chesty cough



Tell us more

Reason for booking
Describe your symptoms or condition lorem ipsum

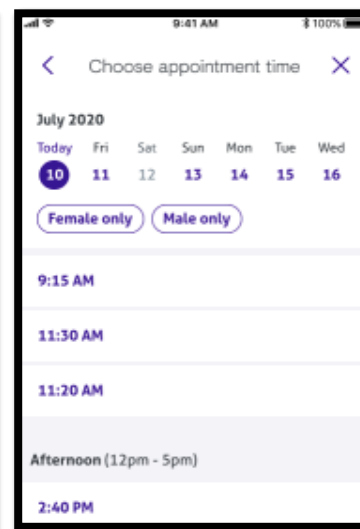
Add photos (Optional)
Add up to 5 photos. Only share the photos that you need for the appointment.



Book appointment

General medical
Get diagnosis for common illnesses and long-term conditions.
Ask about general medical conditions, or get prescriptions, referrals, or sick notes.
Select general medical

Therapy
Talk to a licensed therapist when you're feeling down, anxious, or not your usual self.
You can get guidance to manage and improve your behavioral health.



Choose appointment time

July 2020

Today	Fri	Sat	Sun	Mon	Tue	Wed
10	11	12	13	14	15	16

Female only **Male only**

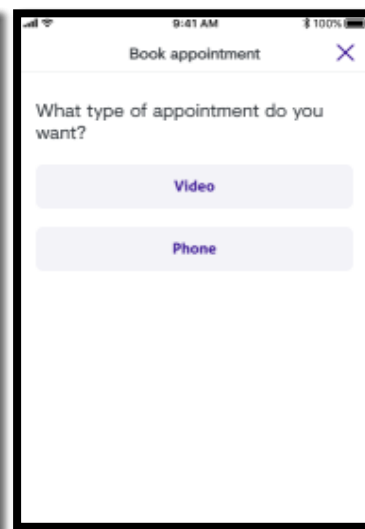
9:15 AM

11:30 AM

11:20 AM

Afternoon (12pm - 5pm)

2:40 PM



Book appointment

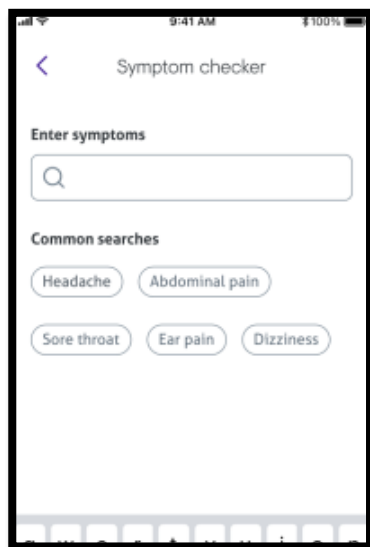
What type of appointment do you want?

Video

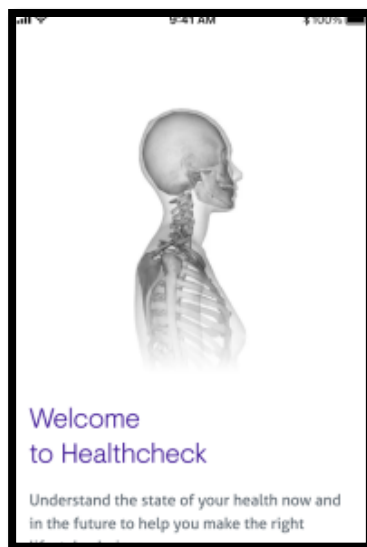
Phone

Digital self care

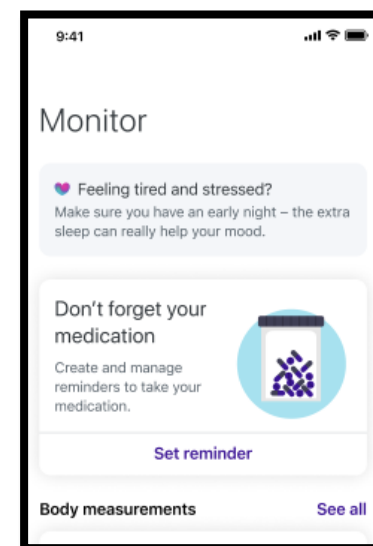
Symptom Checker (Triage)



Healthcheck



Monitor



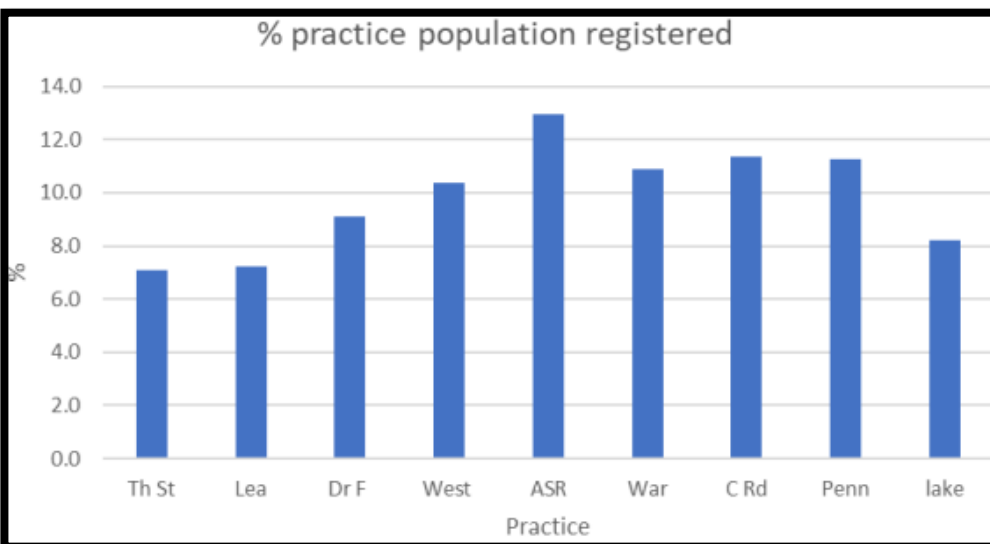
Benefits

- The App is '***always open***' no waiting for reception to open in the morning
- Patients can book and reschedule appointments around ***their needs***
- Patients have ***more choice*** over who they see – clinician type, gender, specific named person
- Patients can leave ***feedback*** after every appointment giving us more granular and real time information



Performance & activity

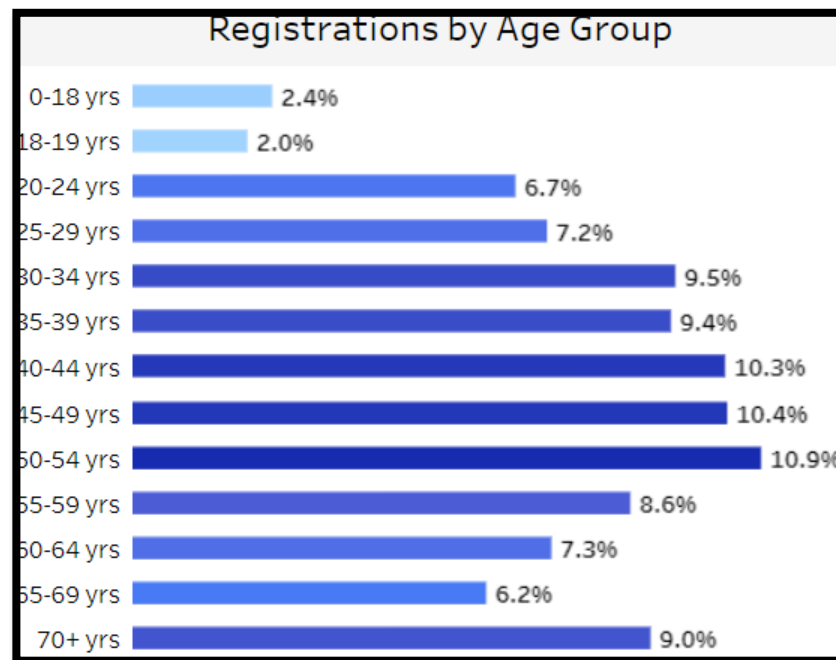
% practice population registered



1888 appointments
delivered

957 – healthchecks

Registrations by Age Group



82% - GP
13% - Pharmacy
5% - Physio

2596 – symptom
checker

Patient feedback

- 95% of ratings score 4 or 5 *
- Average rating: 4.8/5
- 44% response rate *(compared to national survey response rate of 34%)*
- Received 101 comments – 67 positive, 26 suggesting an improvement, 6 neutral, 2 negative

The whole experience from booking to the telephone consultation to the face to face assessment was faultless. An excellent system

More appointment times available.

The phone connection had an echo and a slight delay making conversation awkward and I had to keep repeating myself

Nothing on this occasion

Polite, listened and understood the problem, explaining why things were being done rather than just doing them

Month of Appointment Tl..	Consultant Type	Avg. Rating	Appointments with Rating
January 2022	gp	4.8	75
	physiotherapist	5.0	11
	prescribing pharmacist	4.5	11
December 2021	gp	4.7	106
	physiotherapist	4.6	5
	prescribing pharmacist	4.9	16
November 2021	gp	4.8	134
	physiotherapist	4.6	8
	prescribing pharmacist	4.8	23
October 2021	gp	4.8	126
	physiotherapist	5.0	5
	prescribing pharmacist	5.0	21

Next Steps

- Explore additional primary care capacity by attracting new/more workforce who want to work digitally
- Develop a 'planned care' offer e.g. how can we use the App to improve the annual asthma review
- Continue to evaluate impact for patients, staff and wider system





The Royal Wolverhampton
NHS Trust

Thank You

Questions

