

Doctor Care Anywhere The Right Primary Care Partner



Our service

- **Doctor Care Anywhere (DCA) is one of the UK's largest private provider of telehealth services.**
- **We offer bookable, online GP and Advanced Clinical Practitioner (ACP) appointments, 24 hours a day, 365 days a year, via video and phone.**

We work with insurers, healthcare providers and corporate clients to connect customers to a range of digitally-enabled telehealth services on our proprietary platform. We are committed to delivering the best possible customer experience and clinical care through digitally enabled, joined up, evidence-based pathways on our platform.

Everything we do is designed with the customer in mind.

- ✓ Our service is unique: we have listened to our customers and our clinicians and offer up to **20-minute appointments** so that customers don't feel rushed if discussing complex conditions.
- ✓ We offer a selfcare platform, **My Health**, which provides a range of resources to support our patients' mental wellbeing.
- ✓ We are **constantly improving our services** to ensure positive outcomes for customers by collating verbatim feedback during NPS surveys.



DCA is an innovative partner delivering at scale

With a track history of building powerful partnerships and significant commercial traction



Clinical Excellence

Always strive to provide the highest quality, with 500 clinicians offering care 24/7 365 days a year.



Enterprise Security

Our technology platform keeps patient data safe and secure and adheres to security regulations.



Operational Excellence

24/7 service with 100% of patients seen within 24hrs
99.8% platform availability
98% calls answered in < 60 secs



Data Insights

Regularly provided to monitor service utilisation, patient feedback and insights that can support future service improvements.



Marketing Support

Provide support with service awareness, activation and regular health related communications to support health & wellbeing at work.

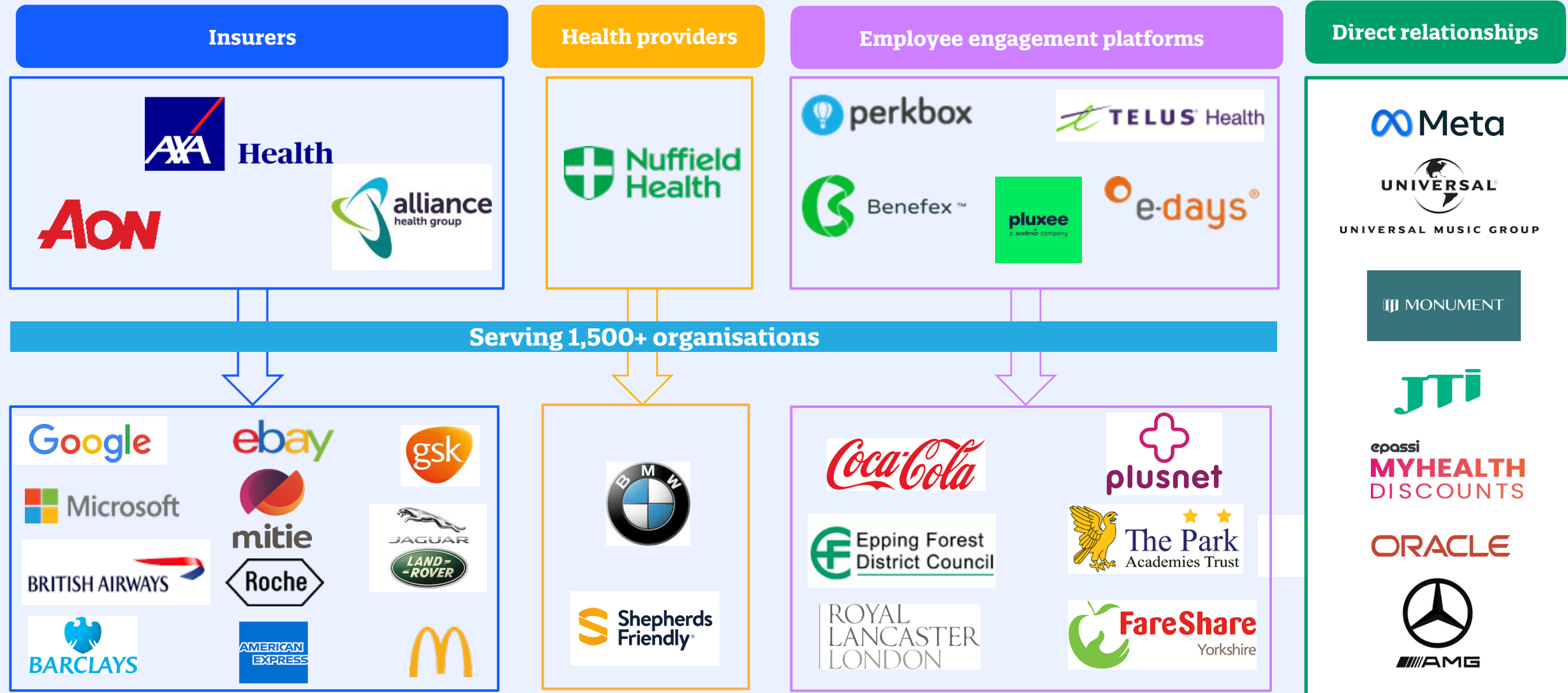


Product Development

Constantly reviewing patient and market needs in collaboration with to improve & develop the service offering.

DCA sells directly to companies and to distribution partners

Delivering digital health services to their employees and members



Patient Satisfaction: The Core of Our Mission



NPS +75



73% Returning patients

I couldn't get an appointment with my GP and I needed to speak with someone urgently. I was able to list my symptoms on Doctor Care Anywhere and then was given a choice of GPs and appointment times for the same day. The GP contacted me exactly on time and the video consultation was clear and reassuring. It was so helpful to be able to have this facility to hand when I needed it and I would recommend this service.

The doctor had a very understanding manner and listened carefully to my symptoms before prescribing. She checked my other current medications and any other health issues too. I did not feel rushed on the call. She issued the prescription quickly which enabled me to access a pharmacy before closing time. Afterwards, she made detailed notes and encouraged me to make another appointment if I felt necessary.

GP appointments made easy!
I've never used an on line GP service before using Doctor Care Anywhere, but was really surprised how easy it was to organise and with far better appointment times than my local GP! Excellent service that I will be using again.

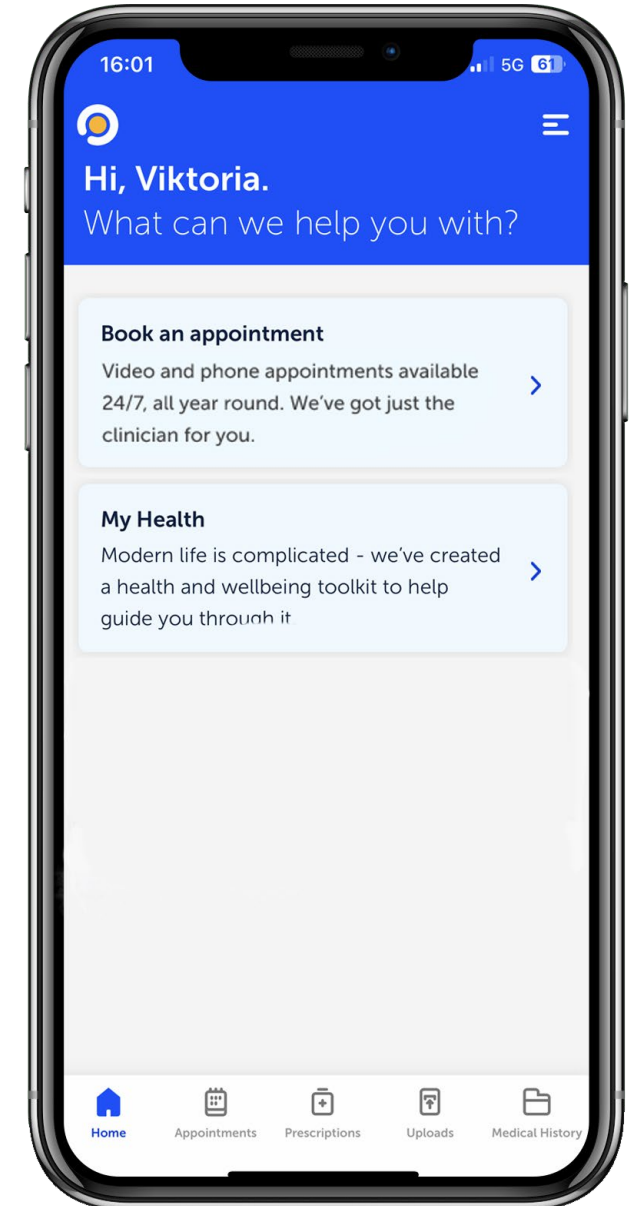
Great service from Doctor Care, always easy to make an appointment, available day, night, bank holidays - any time. I had to speak to their doctors on a several occasions, and they have always been kind, caring and helpful. Makes your life so much easier to have this service, just to pick up the phone and being able to speak to a GP without the hassle.

This is a great service, having finally made up my mind to take some action over a worrisome issue, the ability to get a same day appointment, galvanised my resolve. At the end of a thorough consultation there was a clear plan and an eased mind.

The Doctor Care Anywhere service

currently offers access to the following features...

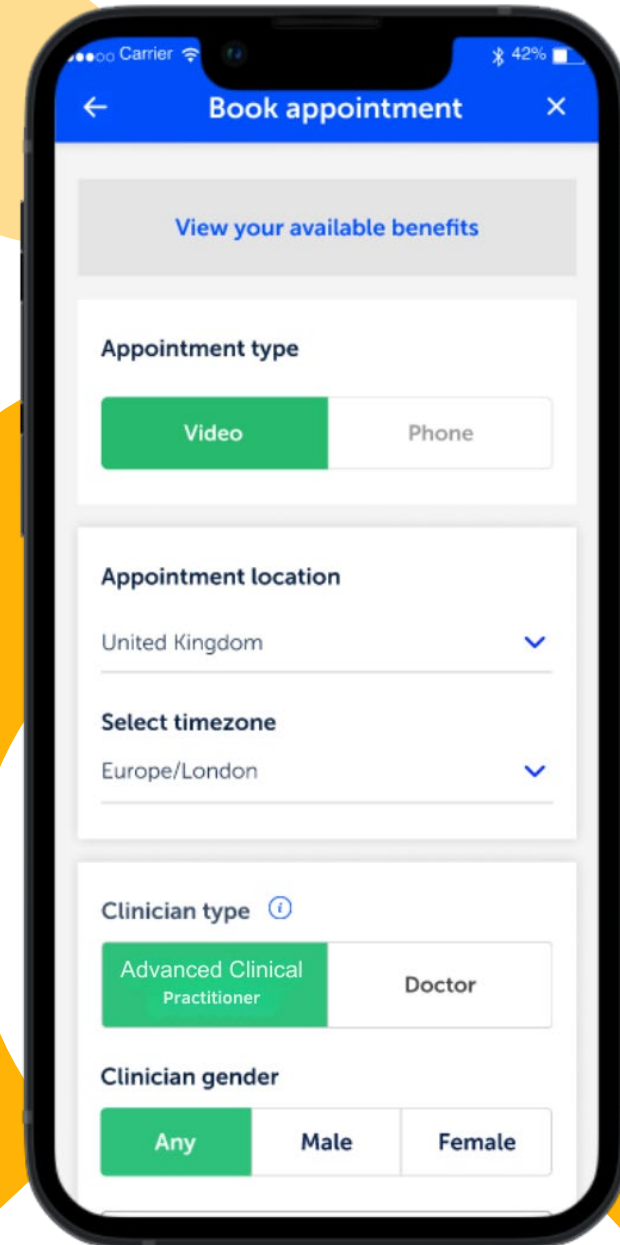
- ✓ **Appointments with GPs and Advanced Clinical Practitioners (ACPs)**
by video call or phone, available 24/7, 365 days a year
- ✓ **Up to 20 minute** appointment with ACPs and GPs for a variety of health concerns,
- ✓ **Prescriptions** sent electronically to local pharmacy or delivered to a chosen address
- ✓ **Access to Fit notes**
- ✓ **Referrals**
- ✓ **My Health**, which provides a range of resources to support our patients mental wellbeing.
- ✓ **Secure** medical record including all GP and ANP written notes
- ✓ **Strict safeguarding** processes including ID verification and guardianship checks for under 18s



Appointments

Doctor Care Anywhere provides up to 20-minute with GPs and ACPs - 24/7, 365 days a year

- ✓ Self-service appointment booking – allows the patient to choose a time and place that works for them
- ✓ Able to choose the clinician by name or gender at every booking
- ✓ Patient is given the choice of either a video or telephone consultation at the point of booking
- ✓ Appointments for children are managed through guardian's account

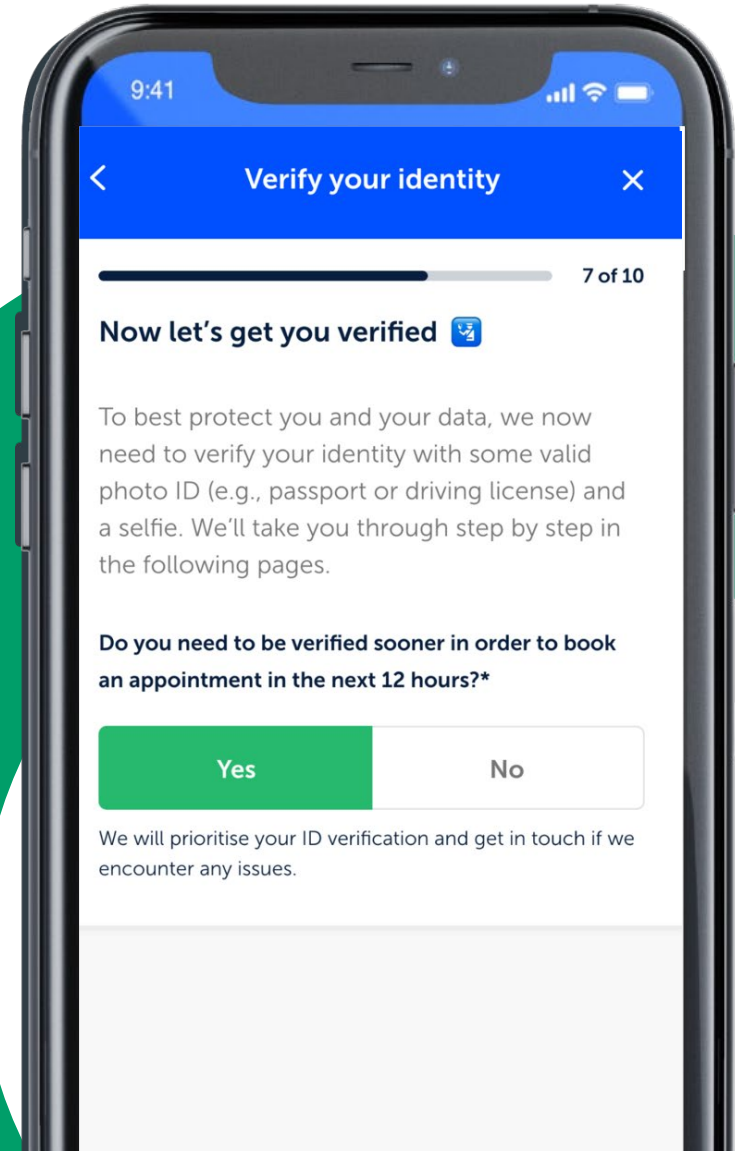


The image shows a smartphone screen displaying the 'Book appointment' interface. The screen has a blue header with a back arrow, the title 'Book appointment', and a close 'X' button. Below the header, there is a grey button labeled 'View your available benefits'. The main content area is divided into several sections: 'Appointment type' with 'Video' (selected) and 'Phone' buttons; 'Appointment location' with a dropdown menu showing 'United Kingdom'; 'Select timezone' with a dropdown menu showing 'Europe/London'; 'Clinician type' with an information icon and buttons for 'Advanced Clinical Practitioner' (selected) and 'Doctor'; and 'Clinician gender' with buttons for 'Any' (selected), 'Male', and 'Female'.

Safeguarding

As part of Doctor Care Anywhere's adherence to the Care Quality Commission guidelines there are strict safeguarding processes in place to ensure we operate a safe and effective service for our patient

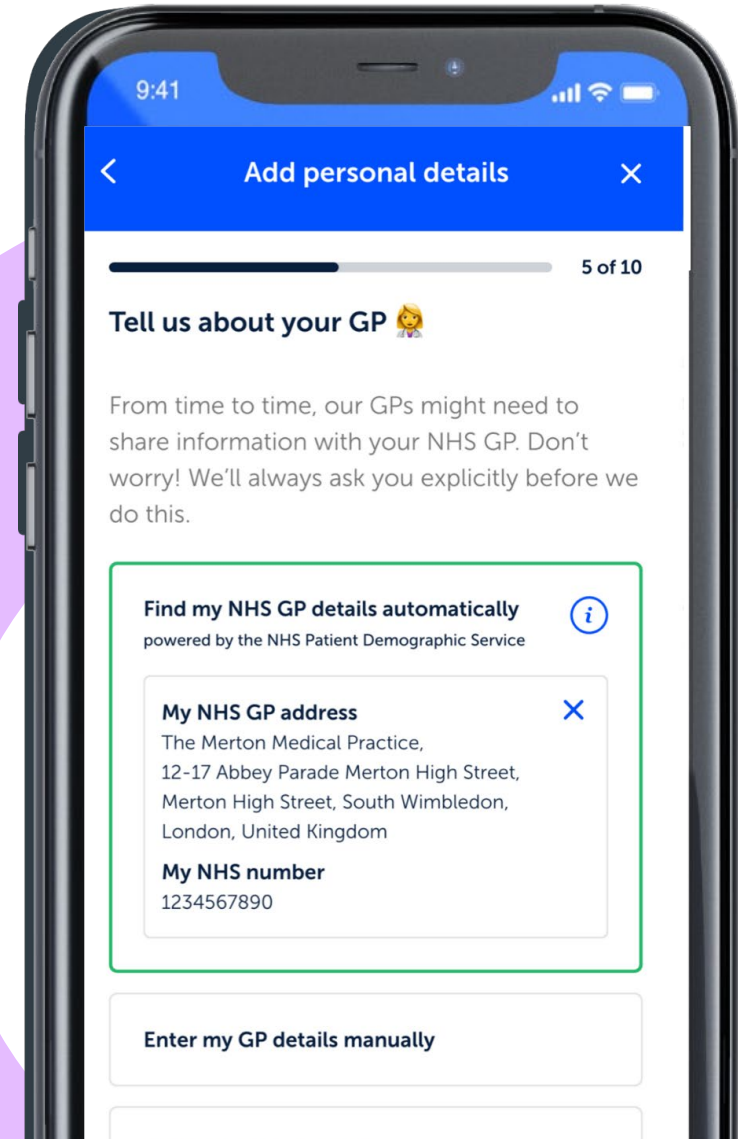
- ✓ ID Verification at registration to ensure clinician is consulting with right patient and to protect the integrity of your medical record
- ✓ Option to add under 18 dependants, the account holder must be able to verify legal guardianship as they manage the dependent account
- ✓ Patients answer triage questions at booking to enable DCA to identify emergencies or conditions not suitable for VGP GDPR-compliant consent functionality



Patient records

All the patient's interactions with the virtual healthcare service are held in the central patient record, which is shared with all Doctor Care Anywhere GPs and offers the ability to share notes back to the patient's NHS GP surgery

- ✓ Single patient record available at any time
- ✓ Access to previous appointment notes
- ✓ Ability to update and manage medical history, allergies, medications, etc.
- ✓ Patients can upload test results and photos to include in their medical record
- ✓ Notes seamlessly shared with NHS GP (with patient consent) via API integration

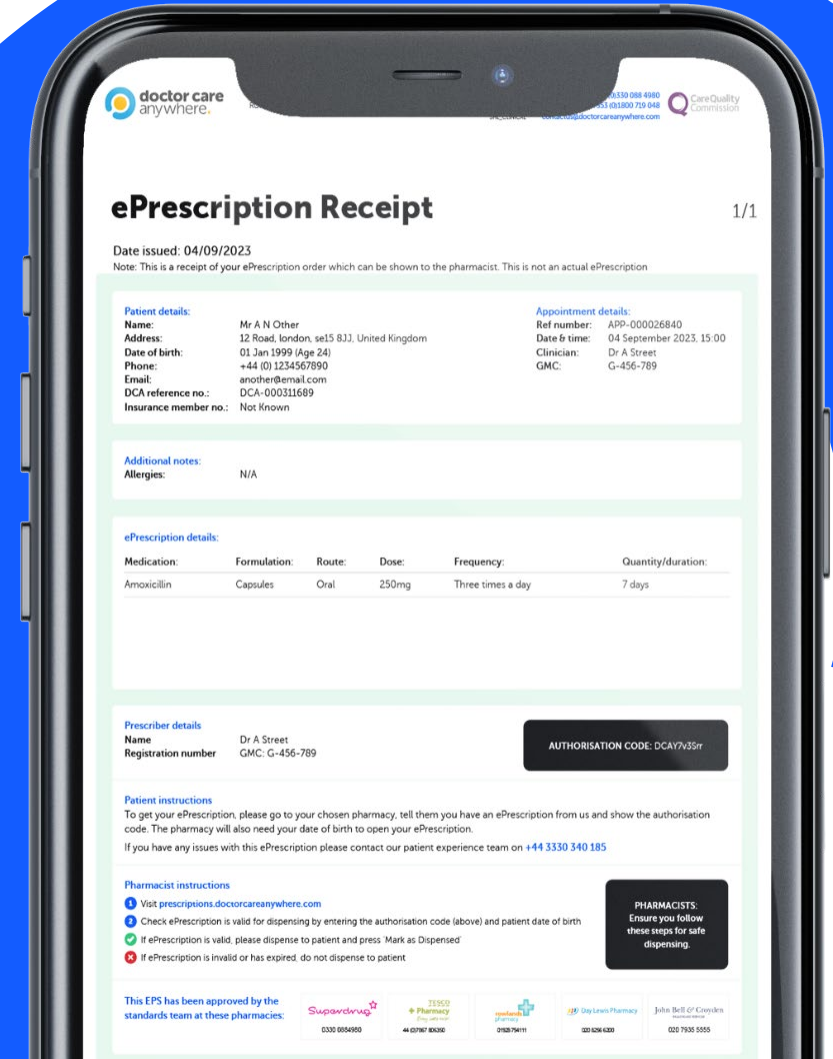


Prescriptions

If the Doctor Care Anywhere clinician needs to issue the patient with a prescription, this can all be managed through the platform – offering private prescriptions in the UK, delivered to your door or collected from your local pharmacy.

- ✓ Patient can select preferred fulfilment option directly in platform
- ✓ Pick up or delivery anywhere in the UK
- ✓ ePrescriptions with independent and major pharmacy chains
- ✓ Prescriptions can be offered through a virtual consultation with a clinician

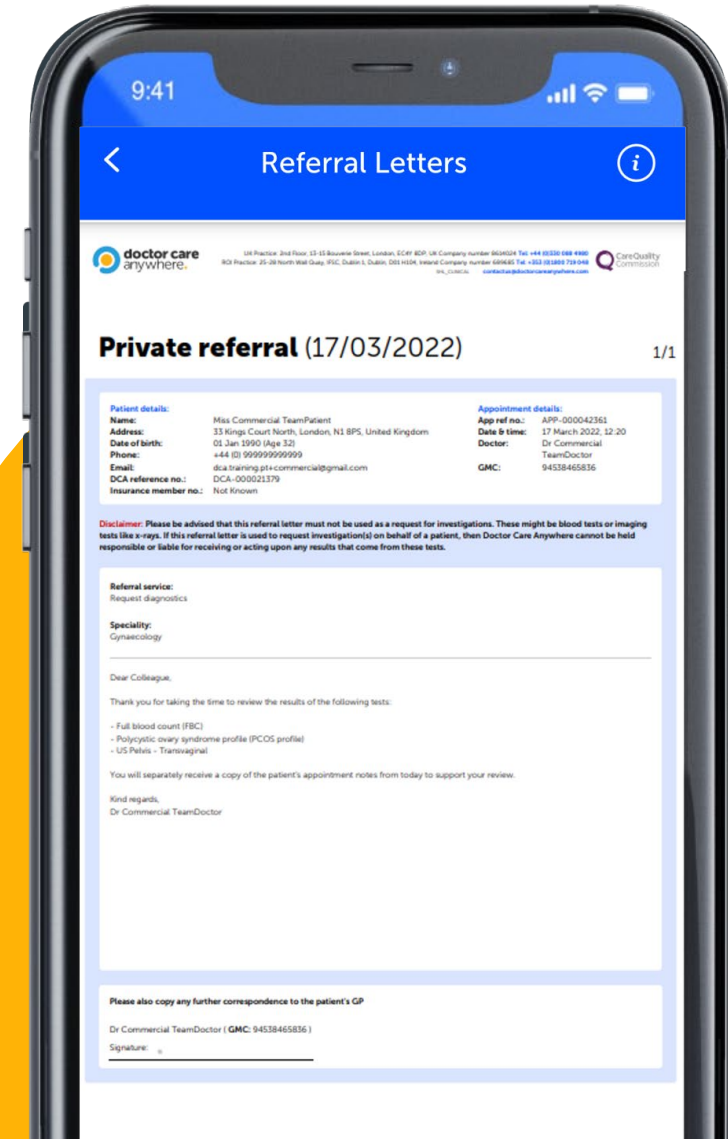
*Available in most circumstances. Out-patient prescriptions and deliveries are not covered by the scheme and may cost more than on the NHS. Prescriptions are only available in the UK.



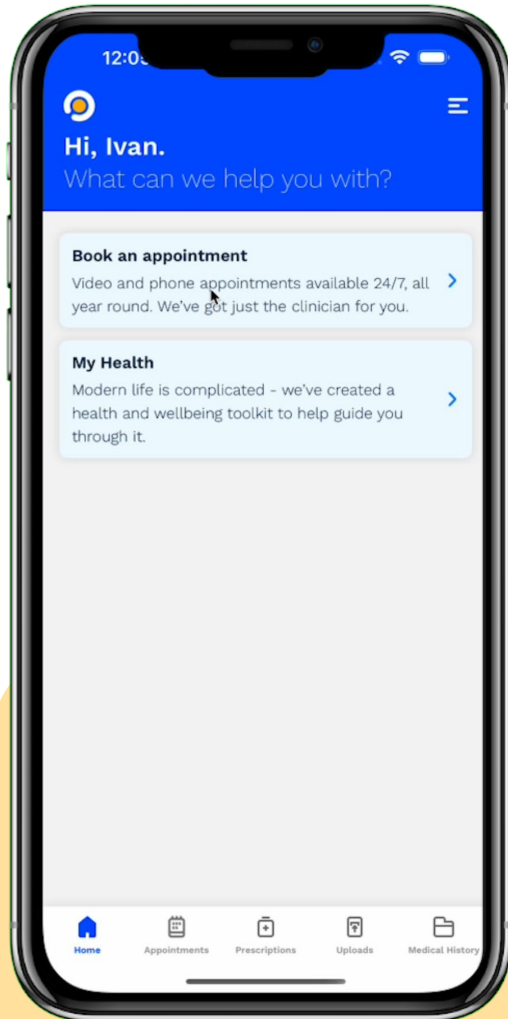
Referrals

Doctor Care Anywhere is can provide private open referrals, accepted by all major private medical insurers

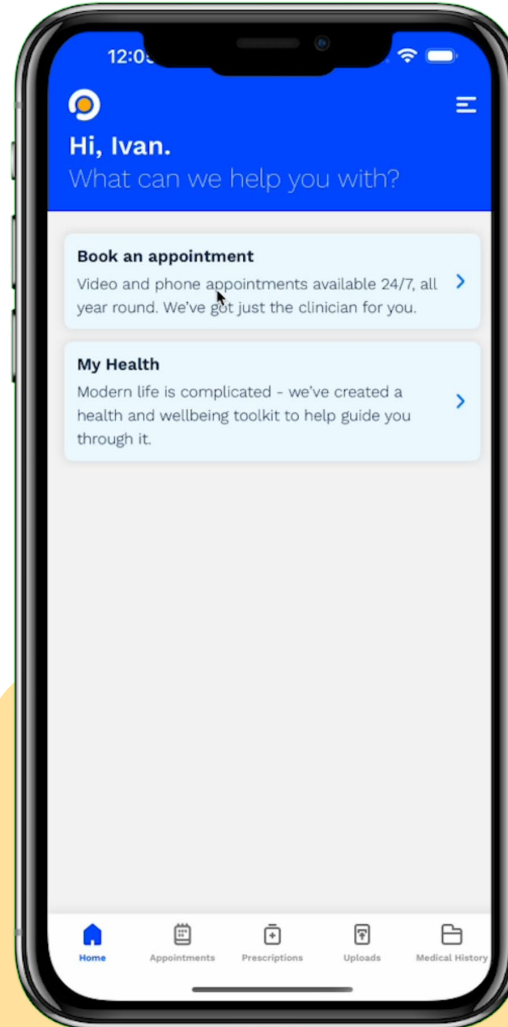
- ✓ Integrated referrals
- ✓ Recognised by all major insurers
- ✓ Fit notes
- ✓ Access to Scans, Mental Health support and Blood tests



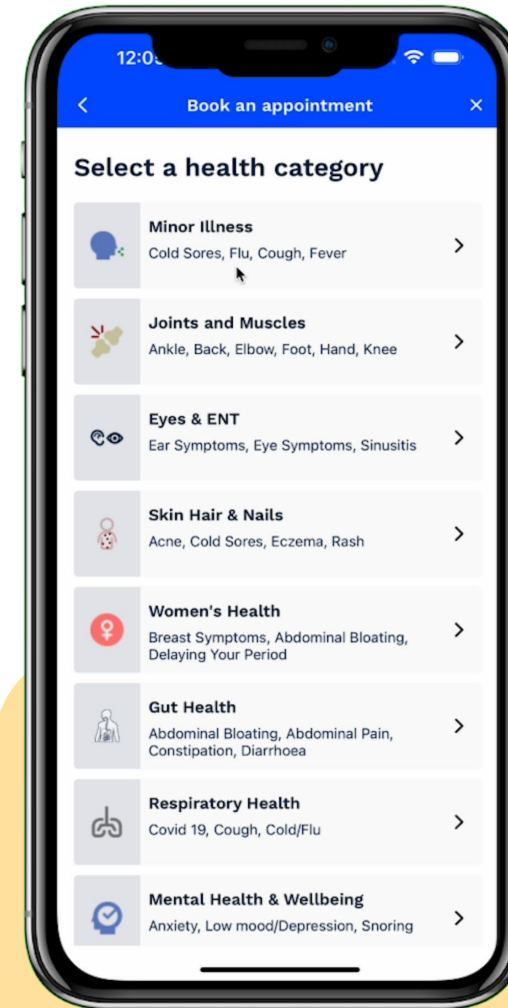
How does it work?



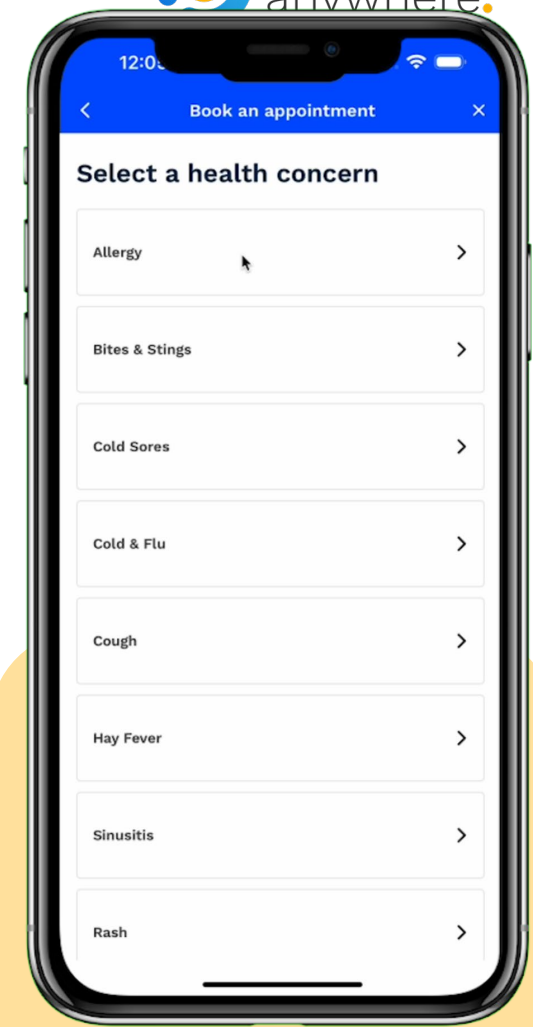
Patient logs onto app and selects "Book an appointment" from the homepage.



Patient selects who the appointment is for.

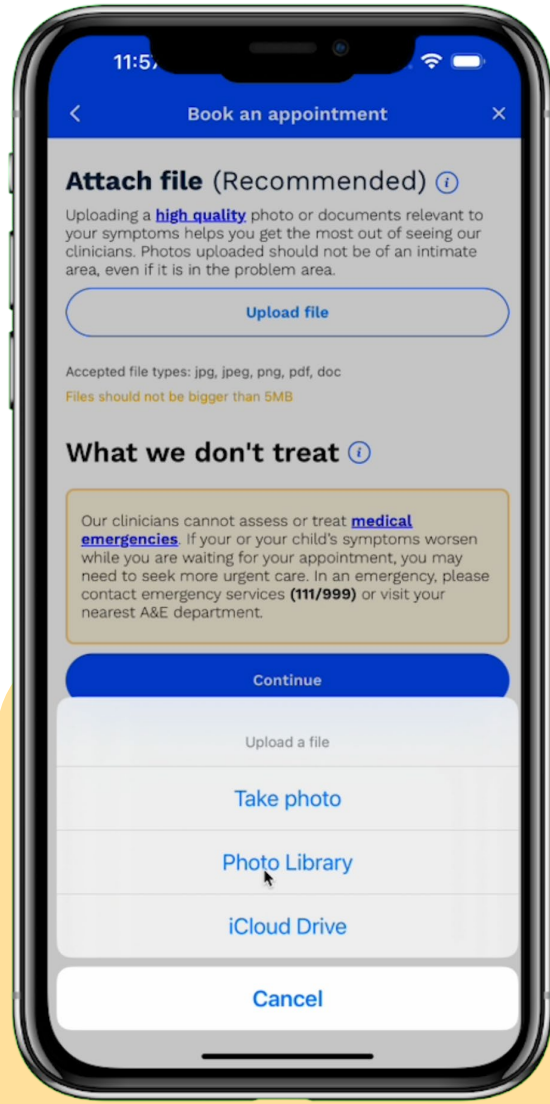


The patient selects their health category from the choices provided.



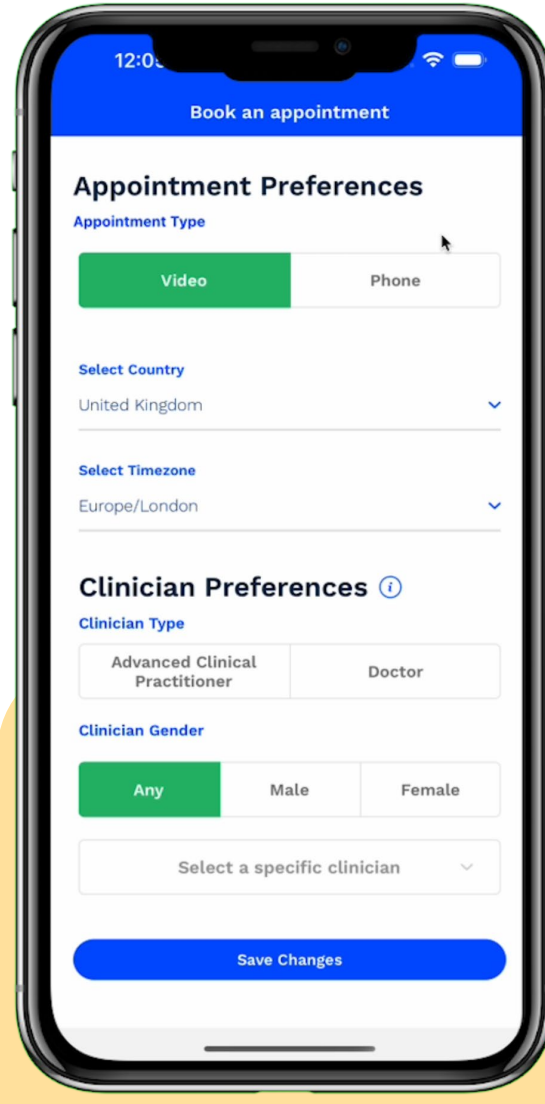
Patient picks the health concern that aligns with their symptoms.

Continued...



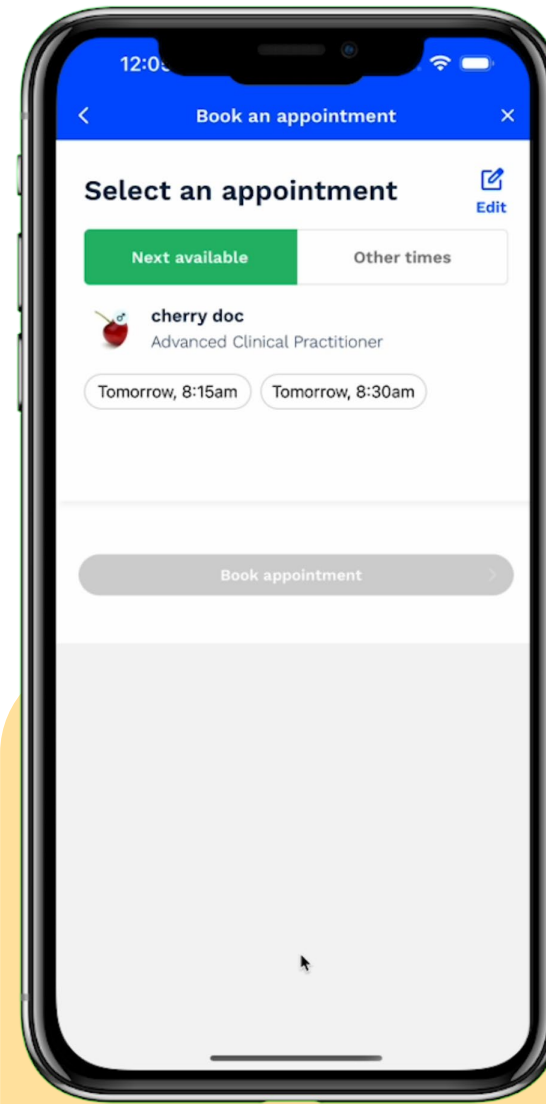
The screenshot shows the 'Book an appointment' screen. At the top, there's a blue header with a back arrow, the title 'Book an appointment', and a close icon. Below the header, the 'Attach file (Recommended)' section is highlighted. It includes a description: 'Uploading a **high quality** photo or documents relevant to your symptoms helps you get the most out of seeing our clinicians. Photos uploaded should not be of an intimate area, even if it is in the problem area.' There's an 'Upload file' button. Below that, it lists 'Accepted file types: jpg, jpeg, png, pdf, doc' and 'Files should not be bigger than 5MB'. A section titled 'What we don't treat' explains that clinicians cannot assess or treat **medical emergencies** and provides instructions on what to do in an emergency. At the bottom, there are buttons for 'Continue', 'Upload a file', 'Take photo', 'Photo Library', 'iCloud Drive', and 'Cancel'.

13 They have to option to attach files which may help the clinician.



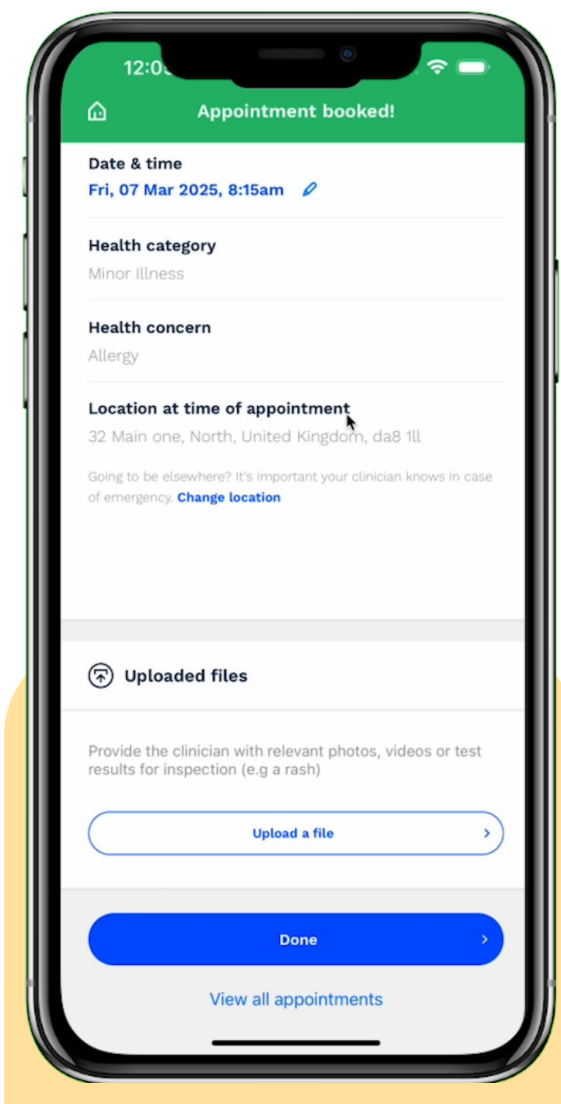
The screenshot shows the 'Book an appointment' screen with the 'Appointment Preferences' section. It has a blue header with a back arrow, the title 'Book an appointment', and a close icon. The 'Appointment Type' section has two buttons: 'Video' (selected) and 'Phone'. The 'Select Country' section shows 'United Kingdom' with a dropdown arrow. The 'Select Timezone' section shows 'Europe/London' with a dropdown arrow. The 'Clinician Preferences' section has a blue header and a description icon. It includes 'Clinician Type' with 'Advanced Clinical Practitioner' and 'Doctor' buttons, and 'Clinician Gender' with 'Any' (selected), 'Male', and 'Female' buttons. There's a 'Select a specific clinician' dropdown and a 'Save Changes' button at the bottom.

Choice of video or phone and clinician type



The screenshot shows the 'Book an appointment' screen with the 'Select an appointment' section. It has a blue header with a back arrow, the title 'Book an appointment', and a close icon. The 'Select an appointment' section has two buttons: 'Next available' (selected) and 'Other times'. Below that, it shows 'cherry doc' as an 'Advanced Clinical Practitioner' with a cherry icon. There are two time slots: 'Tomorrow, 8:15am' and 'Tomorrow, 8:30am'. At the bottom, there's a 'Book appointment' button.

Select the clinician and time.



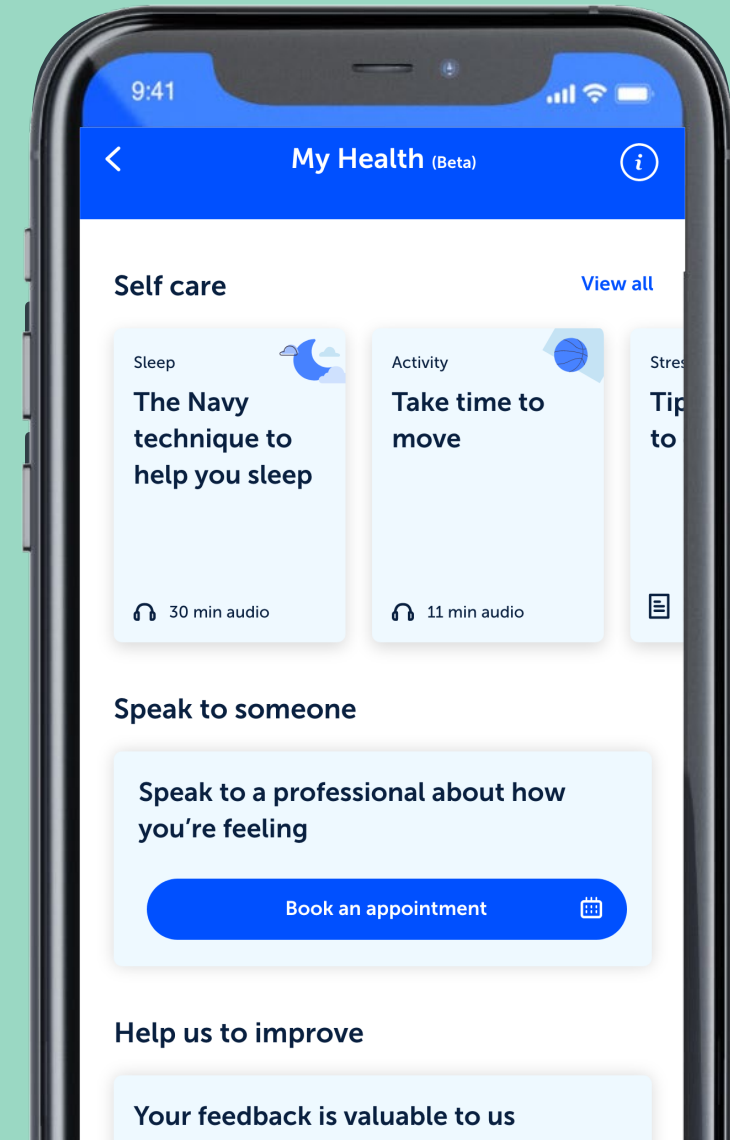
The screenshot shows the 'Book an appointment' screen with the 'Appointment booked!' section. It has a green header with a home icon, the title 'Appointment booked!', and a close icon. The 'Date & time' section shows 'Fri, 07 Mar 2025, 8:15am' with an edit icon. The 'Health category' section shows 'Minor illness'. The 'Health concern' section shows 'Allergy'. The 'Location at time of appointment' section shows '32 Main one, North, United Kingdom, da8 1ll' and a note about emergency services. At the bottom, there's an 'Uploaded files' section with an 'Upload a file' button and a 'Done' button. A link 'View all appointments' is at the very bottom.

Appointment is booked.

What is My Health?

My Health is Doctor Care Anywhere wellbeing platform designed to provide patients with the right support at the right time.

Rooted in the 6 pillars of lifestyle medicine, My Health has been designed with a focus on promoting positive wellbeing and encouraging health behaviour change for our patients.



What is included in My Health?

My Health provides access to a carefully curated library of reading, audio resources, and mindfulness exercises on nutrition, physical activity, sleep, stress and relationships.

