

Collaboration Board Report to Governing Bodies, November 2017 – Revised text

3. NW London Babylon Pilot: Emerging findings

The Board was updated on the evaluation work undertaken to inform a decision of whether to initiate a pilot with Babylon to see if the technology could drive reductions in demand for GP appointments. Work over the summer with focus groups to gather insights around perceptions had raised a concern that patients who might use the app could mainly do so because they believed it would get them faster access to GP appointments. The focus groups had also commented that there is a risk of some people gaming the symptom checker to achieve a GP appointment. The insights gathered therefore revealed that the symptom checker in particular was unlikely to reduce demand on GP services. This reduced the intended benefit of the system significantly. Following questions and further discussion, the Board agreed not to proceed to the pilot stage.