



Enable Workforce Wellbeing with Digital Primary Care

From Prevention to Treatment –
The Employee Health Benefit That
Delivers Real Value!



Who are Doctor Care Anywhere?



Service details:

Doctor Care Anywhere is one of the **UK's largest private provider of digital health services** in the UK.

1,600

We work with over 1,600 **corporates** via insurers, healthcare providers and corporate customers, to connect patients to a range of digitally enabled telehealth services.

100%

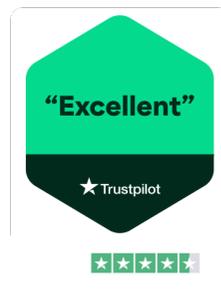
of Doctor Care Anywhere appointments took place within 24 hours.

Clinically led

We put the patient at the heart of everything we do and provide an end-to-end health service.

2h

Doctor Care Anywhere patients can see a clinician in under 2 hours.



Our annual membership includes:



Worldwide access, 24/7, 365 days a year¹



Up to 20-minute appointments by video or phone



Appointments available with GPs, Mental health practitioners, Physiotherapists and ACPs



Schedule appointments through a **dedicated app**, there's no need to call in or wait.



Access to our wellbeing tool – **My Health**



Prescriptions delivered to a chosen address or local pharmacy²



Ability to add up to 5 family members³



Access to fit notes and referrals



Appointments shared with NHS GP (with consent)

Access to medical letters, blood tests, mental health services and scans

¹ Subject to appointment availability

² Available in most circumstances. Prescriptions are only available in the UK.

³ At an extra cost

How much does absenteeism cost UK businesses?



Factors	Figure
No. of employees	E.G. 1000 employees or use employee data
Avg. cost per day per employee Example Figure	£136.40 or use employee data
<ul style="list-style-type: none"> Based on UK average salary of £35,464 or £136.40 per day. Forbes 	
Avg. working minutes per day	480 mins
<ul style="list-style-type: none"> Assume 8 hour working day 	
Current/Expected utilisation of DCA service across employee base	70% Utilisation
<ul style="list-style-type: none"> Based on average utilisation of 0.7 appointments per employee per year (based on entire workforce) Utilisation rate = % of appointments used in a year compared to the whole workforce. 	

Absenteeism cost to business by seeing traditional NHS GP	Figure
Avg. Time taken for an NHS GP appointments (minutes) Report shows average employee takes 2.5 hours paid sick leave for health appointments and average UK working day is 8 hours. HR News	150
Cost to UK businesses from use of NHS GP <i>Costs based on employees missing 2.5 hours of work due to visiting NHS GP (Average time taken for NHS GP appointment 150 mins * Average cost per min) * Number of employees)</i>	£42,625.00

Absenteeism cost to business by seeing DCA Clinician	Figure
Maximum time taken for a Doctor Care Anywhere GP appointment (minutes)	20
Cost of absenteeism to UK businesses from use of Doctor Care Anywhere Cost based on Employees only missing 20 Minutes of work with DCA Service (Average time taken for DCA appointment 20 mins * Average cost per min) * Number of employees	£5,683.33
Absenteesim Savings	£36,941.67

How much does presenteeism cost UK businesses?



Factors	Figure
No. of employees	1000
No. of days presenteeism when ill (over the course of the year) Sources indicate that, on average, employees are unproductive for 49.7 working days each year. Of this time, approximately 20% of working hours are lost, which translates to about 9.9 days per year. Source	9.9 days

Presenteeism cost to business	Figure
Cost to business of presenteeism (based on 1000 employees on an average salary of £136.40 per day). This calculation takes a conservative view of presenteeism. It takes 9.9 working days lost per year to presenteeism * the average employee salary cost per day * and number of employees in the business.	£1,350,360.00
% time for presenteeism reduced if access to DCA Assuming that presenteeism can be reduced by c.5% through quicker access to primary healthcare, medication, and addressing illness earlier.	5%
Cost saving (on presenteeism) based on DCA use	£67,518.00



Why do we really need an Digital Primary Care Provider as part of our benefits package?



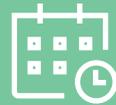
An accessible online GP could **save UK businesses £1.5bn** in lost time



Attract and retain the best talent

Differentiate from competitors

Offering healthcare as part of your benefit package can help you attract the best people to your growing business. It can also make it easier to retain them and keep them well.



Reduce absenteeism

Improve their health

With easy access to a healthcare professional 24/7, your employees will be able to fit appointments around their work and lifestyle commitments with no need to take time off from work.



Build employee satisfaction

Increase productivity

Show your employees that you really value what they do for you by investing in their health and wellbeing. A healthier and happier workforce will, in turn, increase productivity.

Offering DCA as part of a benefits package ensures a faster route to healthcare

DCA provides 24/7 consultations with same day appointments available.

1/3

of people in UK missed work in 2022 due to delays accessing NHS care. [Source](#)

The average wait time to see a GP is

2 weeks

Over 3/4

people in the UK have concerns about their health in 2023. [Source](#)

MSK conditions accounted for

23.3 million lost workdays*

More than just a GP service



Our network of healthcare professionals are available to provide medical advice, answer questions, develop personalised treatment plans, and offer peace of mind when it's needed most.



A GP appointment- *without the wait.*

Your colleagues can choose the doctor they would like to speak with by video, or phone, at a time that suits them. They can select a GP by specialism or gender and all the doctors are NHS trained and GMC registered. Appointments are available 24/7, 365 days a year – including bank holidays.



Physiotherapists – *fast track their recovery.*

Our team of physiotherapists can assess and support with:

- Musculoskeletal pain
- Joint and mobility issues
- Minor injuries and strains.

Our specialists provide expert assessment, tailored advice, and practical steps to help with recovery—all without needing to see a GP first.



Mental Health Practitioners – *support your employees wellbeing.*

Your colleagues can book a confidential appointment with a registered mental health practitioner by video or phone at a time that suits them. Whether they need guidance, support, or a listening ear, our practitioners are experienced in helping with a range of mental health concerns. Whether it's day to day challenges or ongoing concerns, they provide assessments, support and advice, including referral to therapy and access to digital health tools.



Advanced Clinical Practitioners – *your employees get the choice, control and convenience.*

Our Advanced Clinical Practitioners (ACPs) are all highly qualified healthcare professionals and can help with a wide variety of health concerns and are the 'go-to' for minor ailments or a flare up of illness. Appointments are available 8am to 8pm, Monday to Sunday - including public holidays.

My Health

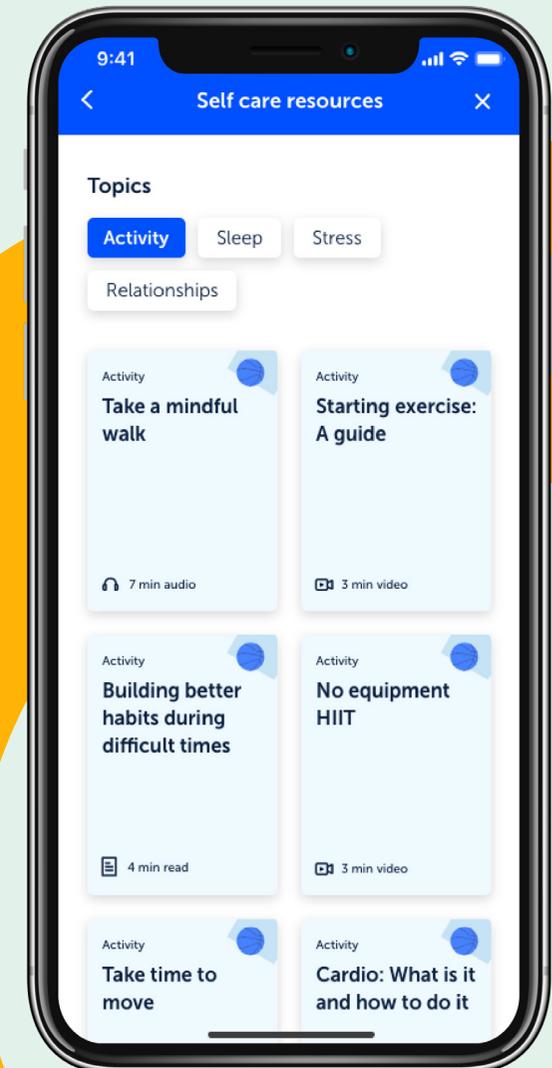


Our wellbeing platform My Health, is designed to provide patients with the right support at the right time.

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

What's 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.



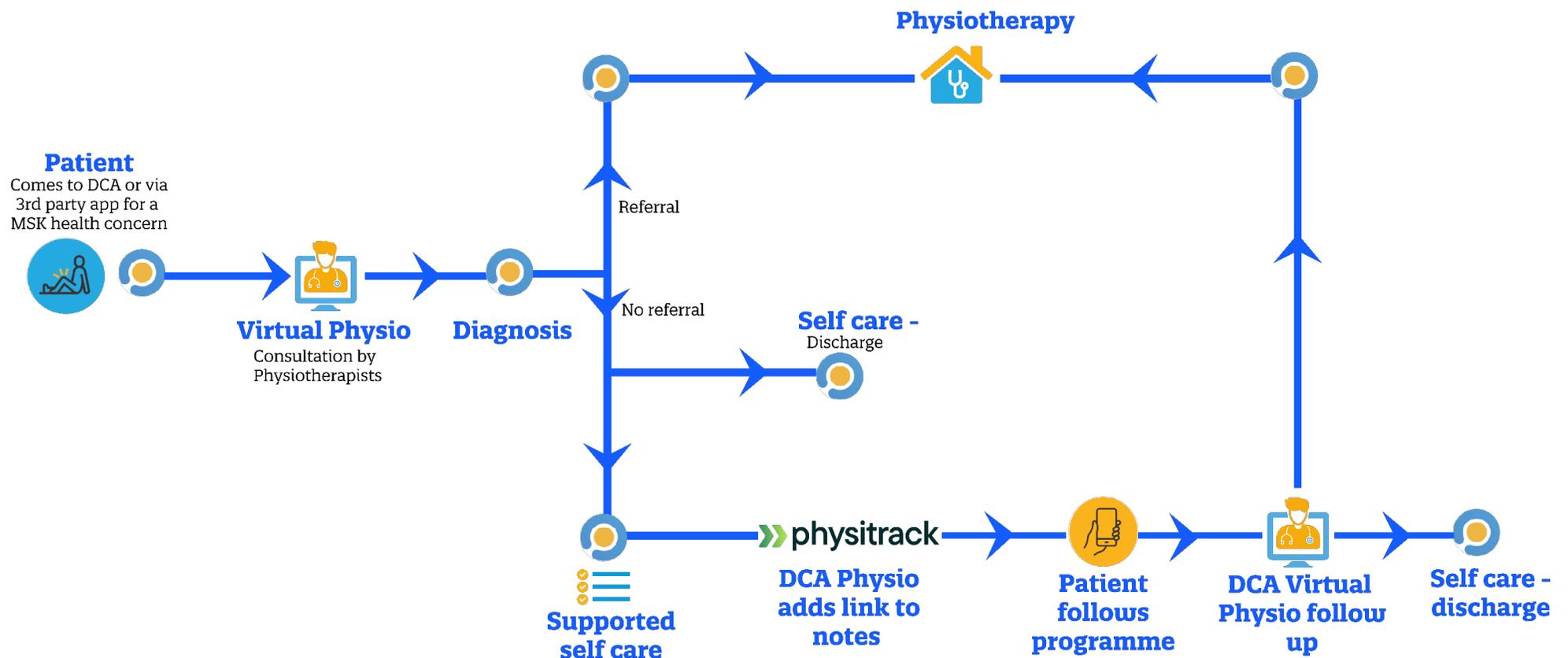
Our MSK Care Program -Fewer referrals, Faster physio, Accelerating return to work



Musculoskeletal conditions are the leading cause of pain and disability in England and account for one of the highest causes of sickness absence and productivity loss.*

MSK concerns formed 21% DCA appointments in March 2025.

MSK referral rates fell from 69% to 42% after the introduction of Physio First—demonstrating the effectiveness of early physiotherapy intervention in managing conditions conservatively.



*<https://fingertips.phe.org.uk/profile/msk>

What ongoing support will I receive?



You'll be assigned a dedicated Customer Success Manager providing end-to-end support from onboarding to renewal.



Our Customer Success Managers

Are experts in delivering smooth implementation and ongoing optimisation of the DCA service—ensuring measurable outcomes aligned with your organisation's health and wellbeing goals, aligned with your business goals.

24/7 Patient Support

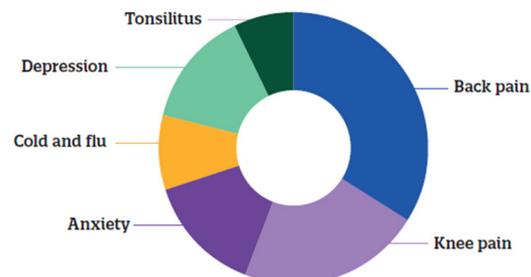
Our Patient Experience Team are available 7 days of the week - over the phone or email, offering advice and assistance on booking appointments, prescriptions, referrals and access issues. This team has a 98% call answer rate within 60 seconds and 99% of all email queries are responded within 48 hours.



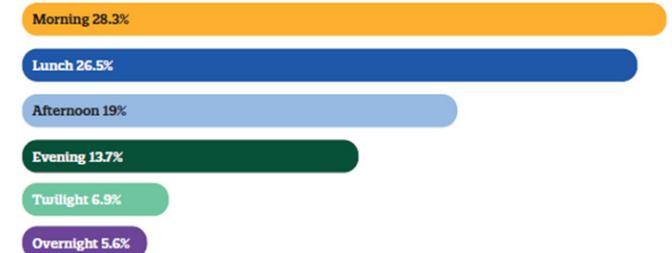
Management Information

Regular reporting and quarterly reviews to track success, measure impact, and inform your wellbeing strategy.

Top health concerns of employees



Time of appointment



Member Engagement



DCA has a wealth of experience in supporting partners and corporates with sales & marketing enablement. We combine clinical insight with marketing expertise to help our partners drive awareness, activation, and long-term engagement with our service - maximising return on investment.

Launch Support

We provide a comprehensive launch toolkit to ensure immediate awareness and take-up from day one.

✓ Integrated Campaigns

Our team works across your preferred channels—digital, print, and in-person—to deliver tailored messaging that resonates with your workforce and supports benefit education and uptake.

✓ White-Label & Co-Branded Materials

We offer flexible branding options to align communications with your organisation's voice and visual identity.

Clinically-Led Engagement & Education

You'll have access to a range of expert-led content designed to help your employees understand and engage with the full value of the DCA service.

From practical health tips to service overviews, we provide ready-to-use resources that align with and support your organisation's wellbeing strategy.

We also deliver clinically-led webinars and educational content on key health topics such as women's health, MSK, and mental wellbeing—building trust and ensuring relevance across your workforce.



Data-Driven Communication

Using the Braze platform, we support ongoing engagement through personalised, multi-channel campaigns—enabling segmentation, behavioural tracking, and real-time analytics to continuously improve impact.



A fast and easy way to manage your health
24/7 healthcare at your fingertips whenever, wherever



Onboarding

Corporate onboarding

- ✓ Onboarding is a quick and efficient process. Contract signature to 'go live' can be as little as 10 days depending on the business.
- ✓ There is no implementation fee.

Patient onboarding

- ✓ All employees will receive an activation email with instructions on how to access the service.
- ✓ Patients onboard to the platform themselves in a few simple steps, which can be completed in under 10 minutes.
- ✓ Patient identity verification is necessary requirement for CQC registration. As the service is online, our GP's need to ensure they are consulting with the correct patient.
- ✓ There is no age limit for using DCA however, dependants under 18 must be accompanied by an adult during the consultations. We'll also need proof of guardianship as part of the verification process.



Key benefits



1. Healthcare benefits that can be offered as a **whole workforce solution**.



7. Clinicians that are specifically trained in **virtual consulting**.



2. Improve **motivation** and increase **morale**.



8. **Security and Governance** to the highest possible standards.



3. 24/7 healthcare at their fingertips, your employees can access **fast and convenient** healthcare **whenever, whenever**.



9. High user **NPS** and **satisfaction scores**.



4. **Fraction of the cost** of Private Medical Insurance.



10. Dedicated support to assist with employee queries and the provision of **easy to follow** utilisation reports.



5. Access to **private healthcare** without needing to de-register from regular NHS GP.



11. **Attract and retain talent** by investing in your employees.



6. **Early intervention** to stop people from waiting and getting sicker.



12. **End to end patient care:** Prevention to chronic condition management

Objection handling:

We have a free service with our Private Medical Insurance, why do we need an additional online healthcare service?

Many businesses who have PMI, will likely have a online GP included with this. However, not all companies will cover their whole workforce, or will have a reduced for coverage for non-C-suite employees.

We serve many partners who have PMI in place for a proportion of their workforce, and have utilised our service to cover their uninsured staff.

A large drinks company have Bupa in place for higher grade employees and DCA for warehouse staff

A large bank have Aviva for higher grade employees and DCA for non management

Many PMI providers will have a cap on the number of appointments users can have a year, this is how costs are kept low. In 2024 GPs delivered an average 6 consultations per person.*

DCA members, and their family and friends, can have unlimited appointments throughout the year.



Corporates rarely extend PMI cover to employees families and friends.

DCA offers the ability to extend services to dependants with both corporate, and employee self-pay, options.

PMI providers will assume on low utilisation of their service to ensure margins stay intact, a higher utilisation will likely see an increase in cost the following year.

DCA encourages utilisation through health content and welcome/ reminder emails

PMI providers will often have hidden costs, such as charges for referrals and fitnotes.

This is covered within a DCA subscription.

Square Health charge patients £15 for fit notes and referrals

* <https://www.gponline.com/gp-appointments-topped-370m-2024-record-smashed-again/article/1904488>

Objection handling:



Why would we need an DCA when we already have a cash plan?



Cash plans are cheaper however, they offer reduced cover and work on a low utilisation model. There will often be a limit on the period of cover, what you can claim for or how often you can use the service.

DCA's service is unlimited with no hidden costs to members.

We complement cash plans, with members being able to use their cash plan benefit to cover a secondary referral received by DCA.



Why would we need an DCA, when we already have an EAP service?

An EAP service is not a healthcare service and cannot provide prescriptions or secondary care referrals to patients. All our GPs are required to have 5 years' experience, to be GMC registered and have a membership with the Royal College of General Practitioners. Our Advanced Clinical Practitioners are fully qualified, highly skilled, and trained clinicians, who've undertaken post graduate training and masters' qualifications in clinical practice.

We can signpost into these services and have our own EAP service to work alongside our healthcare offering.



Objection handling:

Why are you more expensive than your competitors?



- ✓ We offer **appointments 24/7, 365 days** a year whilst many competitors have a limit on when appointments are offered.
- ✓ There are **no hidden costs** - referrals and fit notes are wrapped up in the cost of our subscriptions. Many competitors will charge a fee to the end user for these services.
- ✓ We're much **more than just a GP service**, we offer appointments with **Doctors, Advanced Clinical Practitioners, Physiotherapists and Mental Health Practitioners**. All members have access to My Health – our wellbeing tool for free.
- ✓ We offer a **quality service**. Within the 12 months after their first appointment, members utilise our service a further 1.2 times.
- ✓ Our **NPS score of +75** reflects positive customer experiences.
- ✓ We offer up to **20-minute appointments** depending on the health concern with our clinicians. Other online healthcare service providers will only offer up to 15-minute slots which can lead to consultations being rushed. We put the patient first and ensure they have a time slot sufficient to delve into the concern and provide a more accurate diagnosis.
- ✓ Our referrals are guided - patients have the option to **access blood tests, scans and mental health support** via our partners.





Integrated Care. Measurable Outcomes. One Platform.

DCA connects the entire primary care journey into a single, clinically-led digital pathway – *simplifying access and built to deliver fast, effective care.*

Driving Business Results through Better Health

Support employee wellbeing, reduce downtime, and improve productivity – *all through one seamless solution: the DCA app.*

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