

# 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, Physiotherapist, Mental Health practitioner 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.

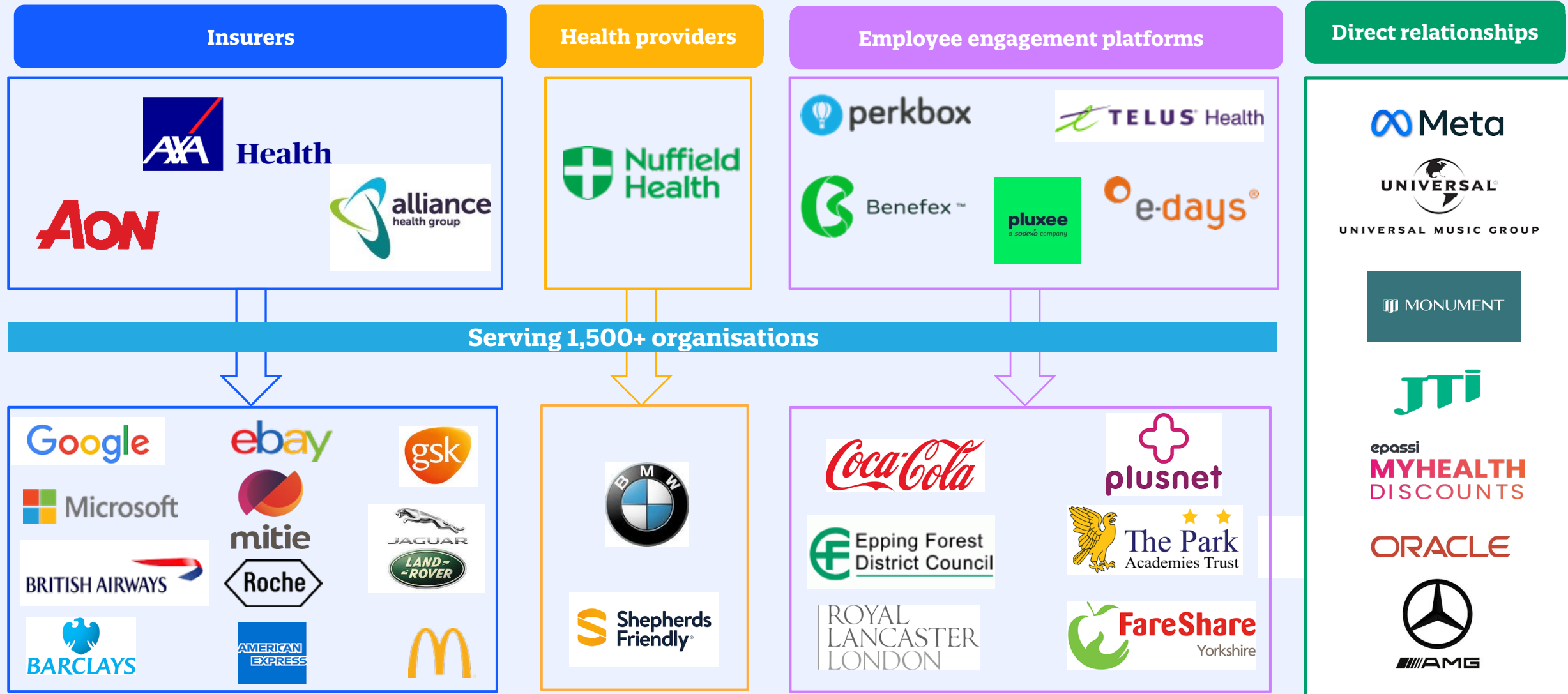


## **Product Development**

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.

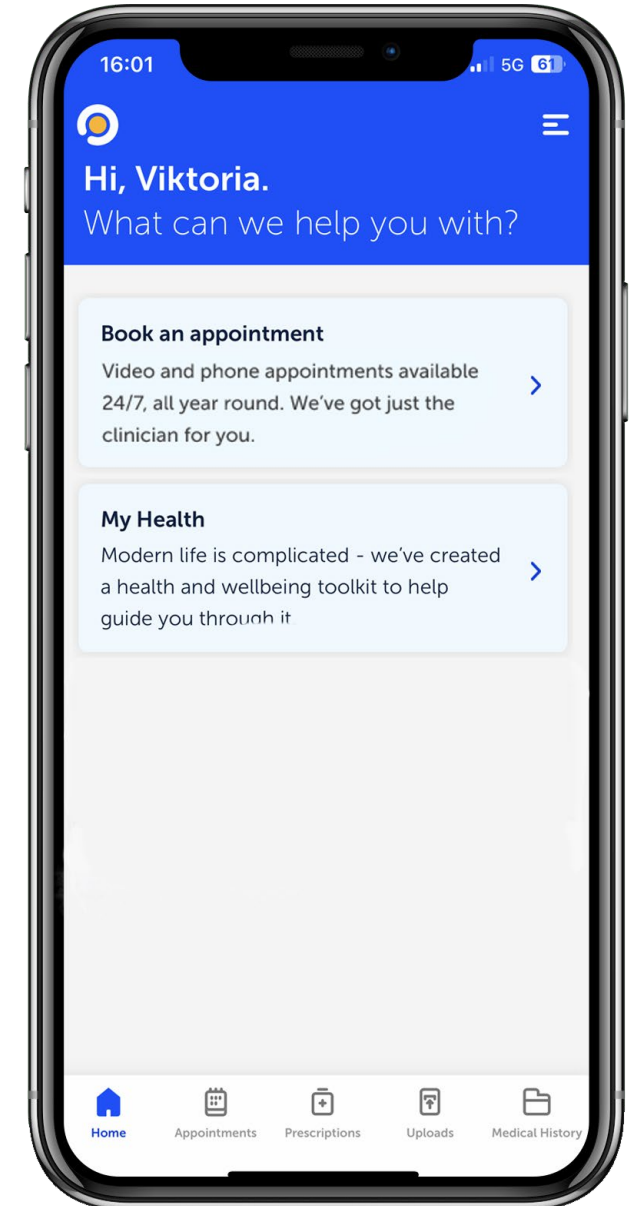
This is a great service, having finally made up my mind to take some action over a worrisome issue, the ability to get a same day appointment, galvanised my resolve. At the end of a thorough consultation there was a clear plan and an eased mind.



# The Doctor Care Anywhere service

currently offers access to the following features...

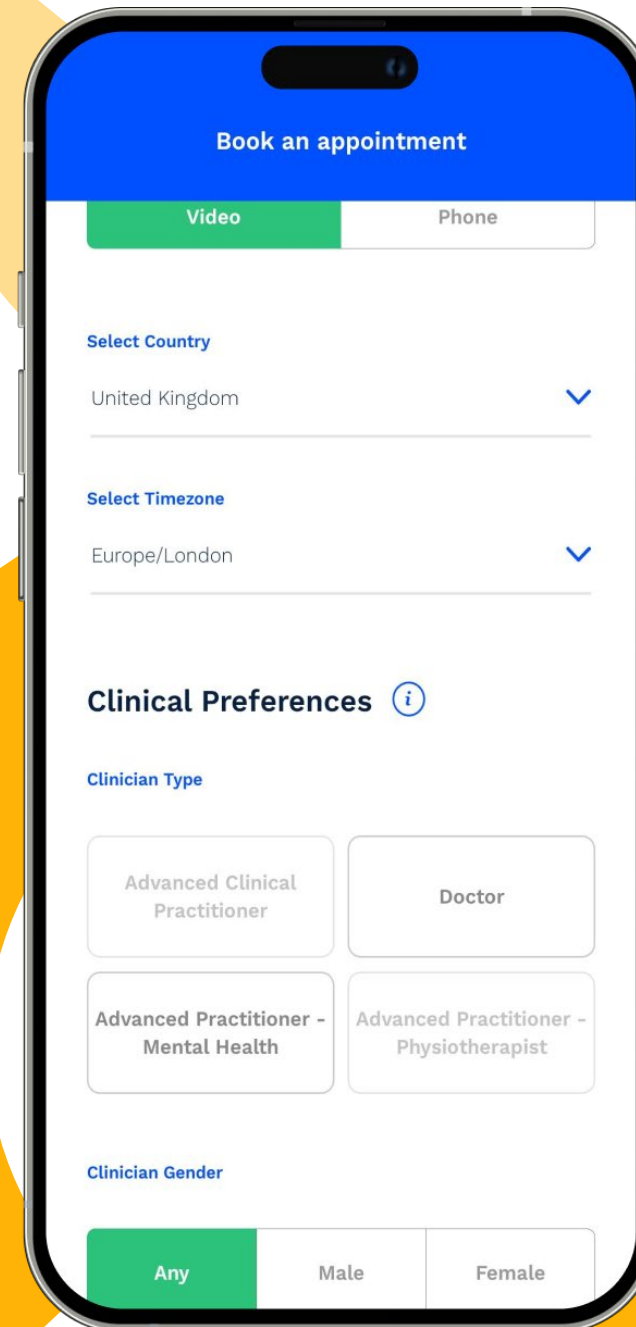
- ✓ **Appointments with a range of clinicians**  
by video call or phone, available 24/7, 365 days a year
- ✓ **Up to 20 minute** appointments for a variety of health concerns.
- ✓ **Prescriptions** sent electronically to local pharmacy or delivered to a chosen address
- ✓ **Access to Fit notes**
- ✓ **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 appointments- 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

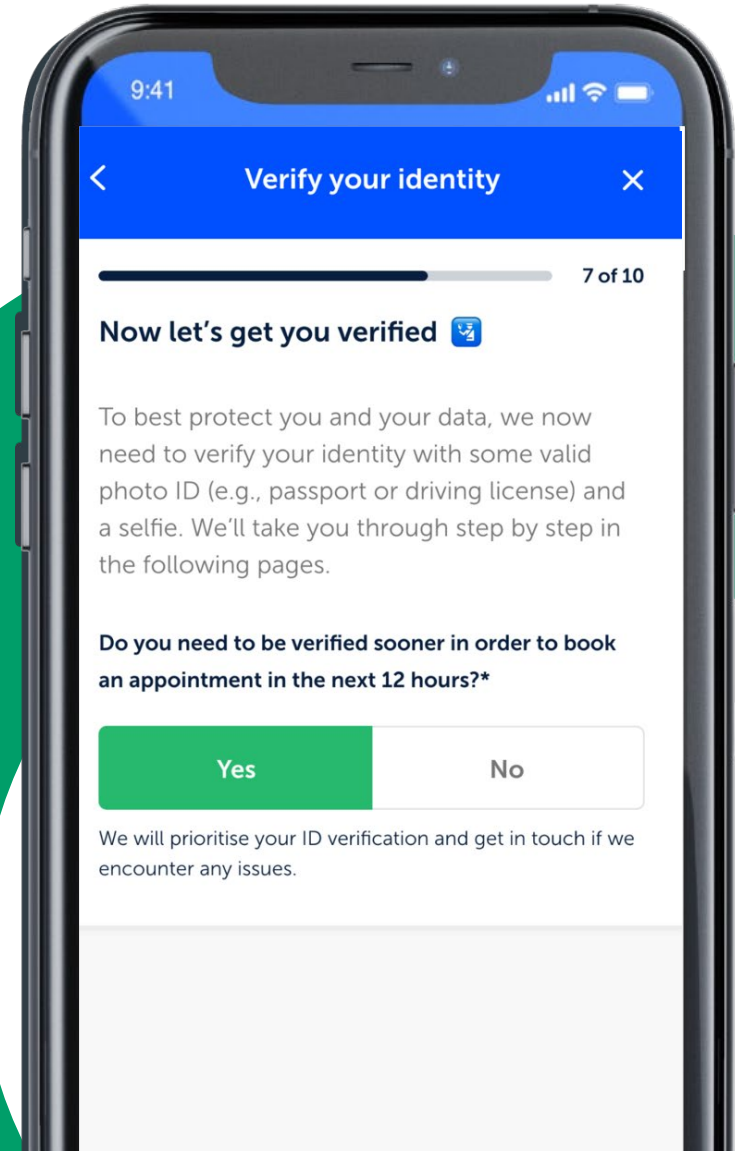


The image shows a smartphone screen with the 'Book an appointment' app. The interface is clean and user-friendly, with a blue header bar at the top. Below the header, there are two tabs: 'Video' (highlighted in green) and 'Phone'. The main content area is white and contains several sections: 'Select Country' with a dropdown menu showing 'United Kingdom', 'Select Timezone' with a dropdown menu showing 'Europe/London', 'Clinical Preferences' with an information icon, and 'Clinician Type' with four buttons: 'Advanced Clinical Practitioner', 'Doctor', 'Advanced Practitioner - Mental Health', and 'Advanced Practitioner - Physiotherapist'. At the bottom, there is a 'Clinician Gender' section with three buttons: 'Any' (highlighted in green), '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

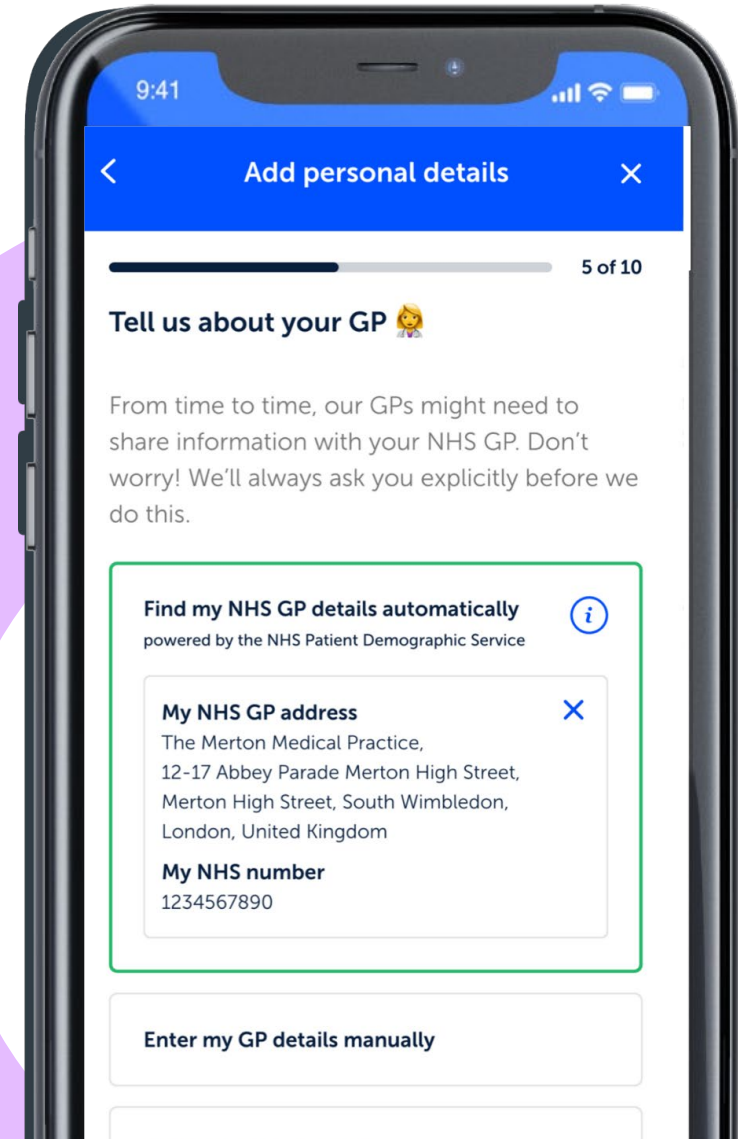




# Patient records

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 clinicians 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

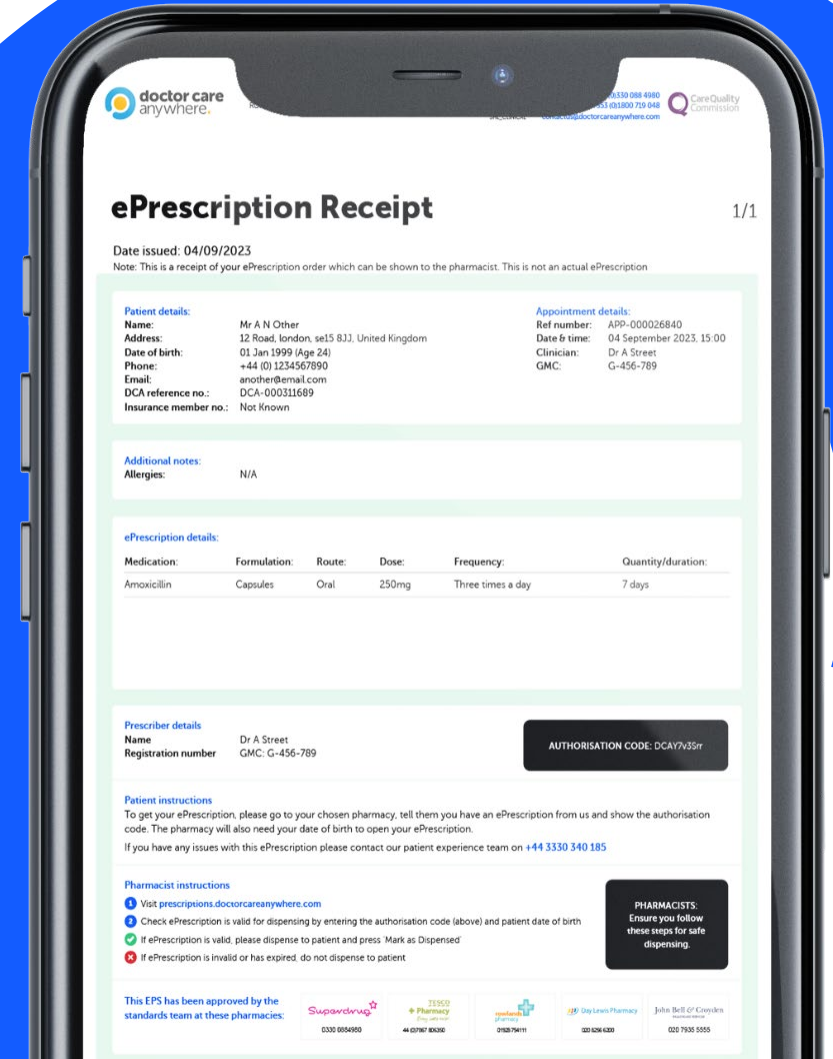


# Prescriptions

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

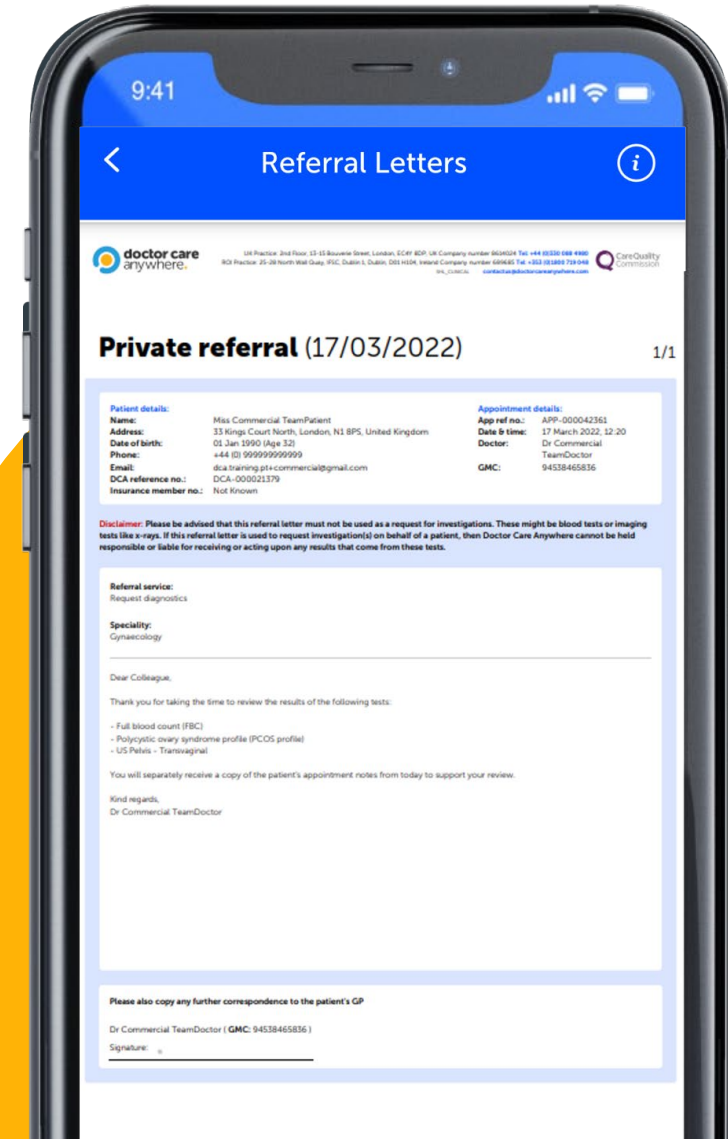
\*Available in most circumstances. Out-patient prescriptions and deliveries are not covered by the scheme and may cost more than on the NHS. Prescriptions are only available in the UK.



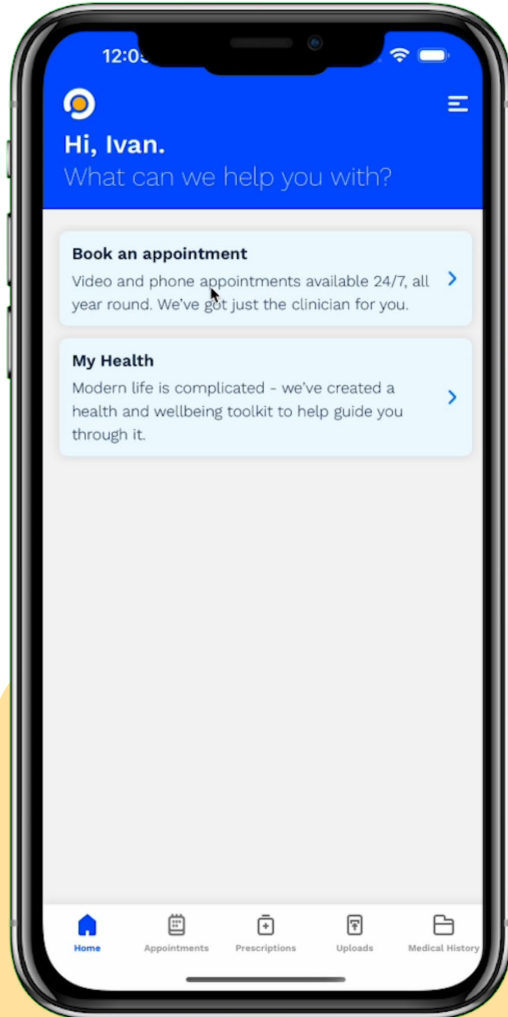
# Referrals

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

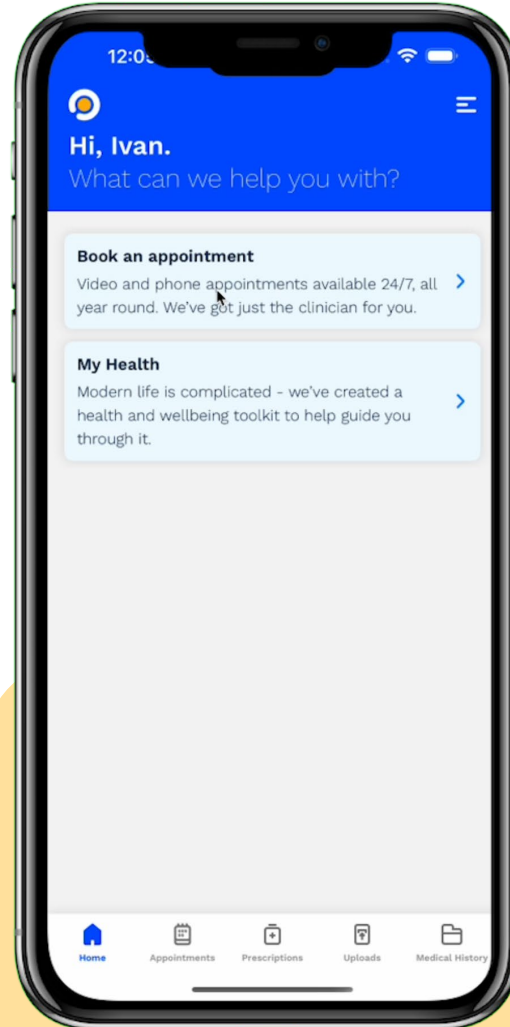
- ✓ Integrated referrals
- ✓ Recognised by all major insurers
- ✓ Fit notes
- ✓ Access to Scans, Mental Health support and Blood tests



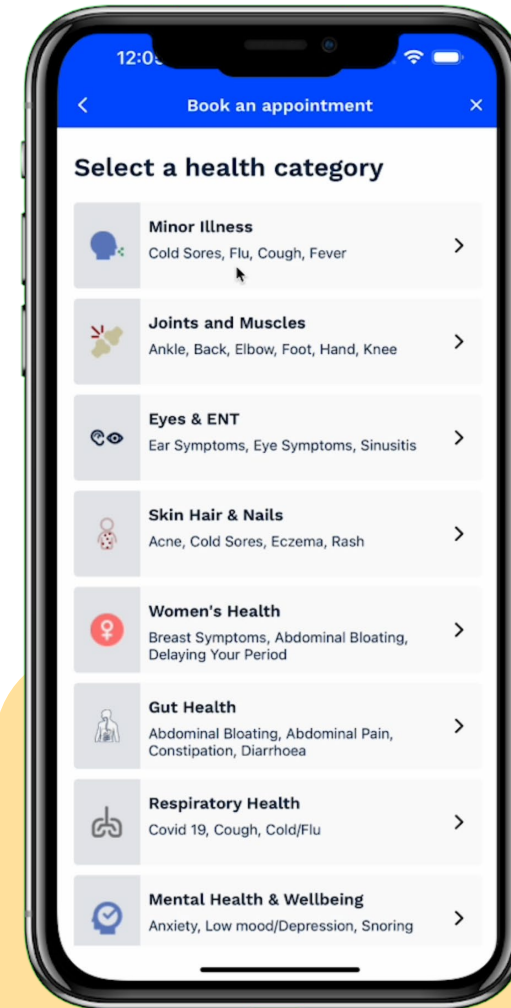
# How does it work?



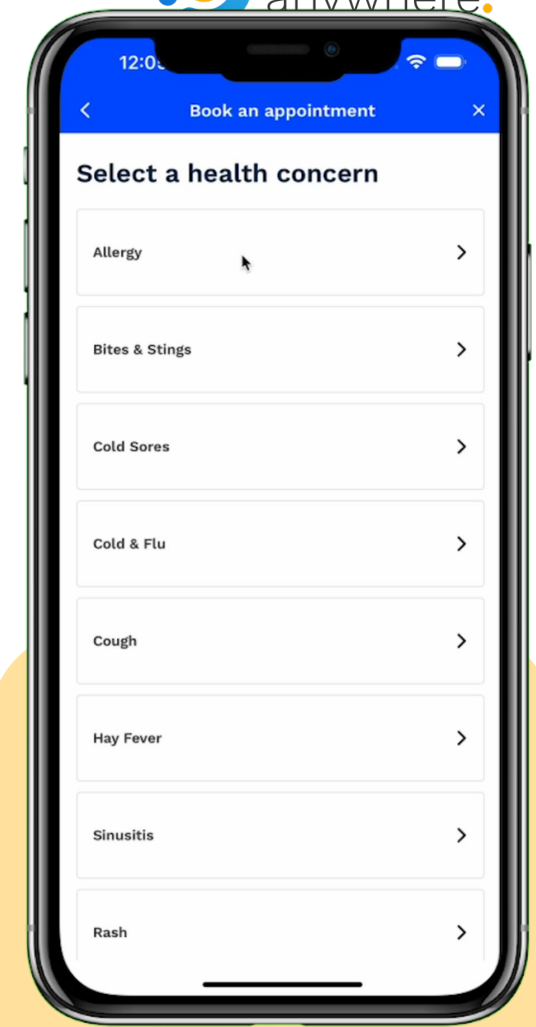
Patient logs onto app and selects "Book an appointment" from the homepage.



Patient selects who the appointment is for.

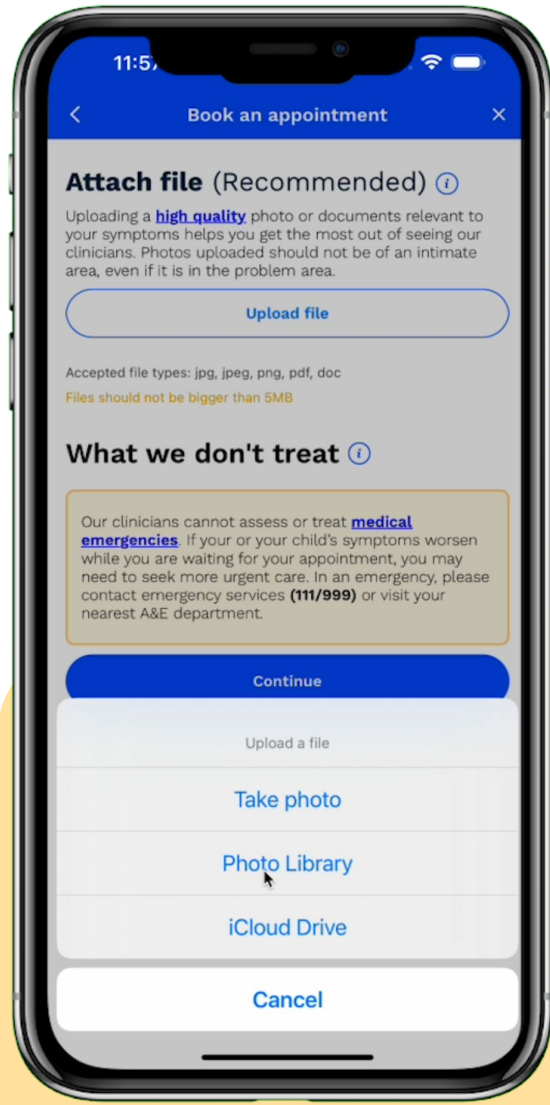


The patient selects their health category from the choices provided.

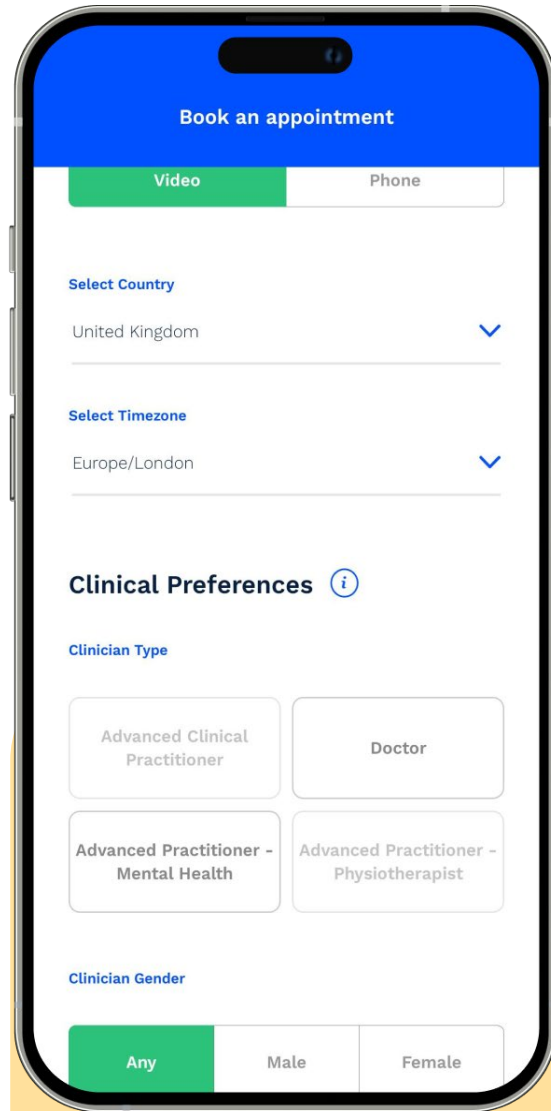


Patient picks the health concern that aligns with their symptoms.

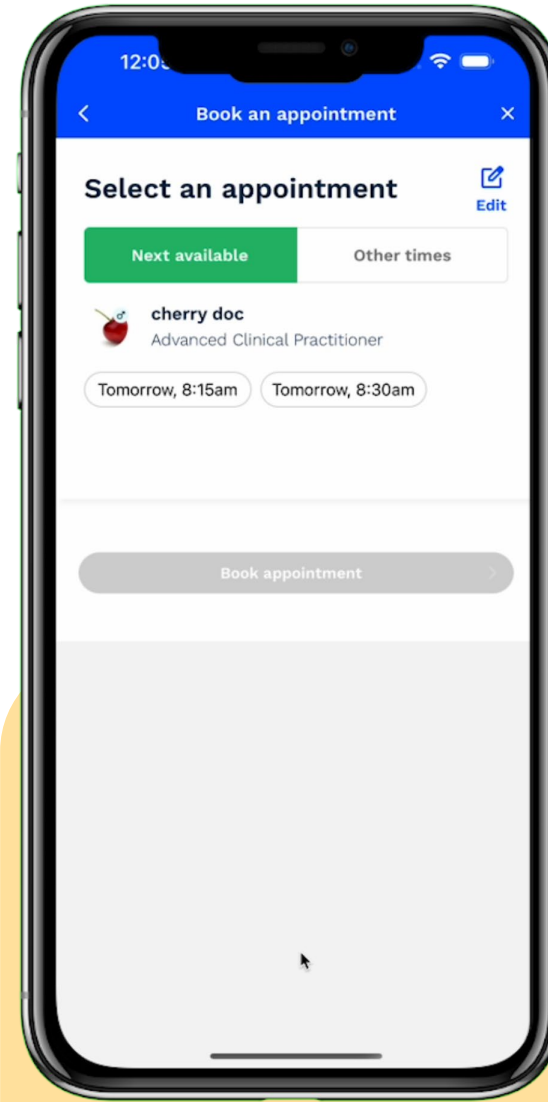
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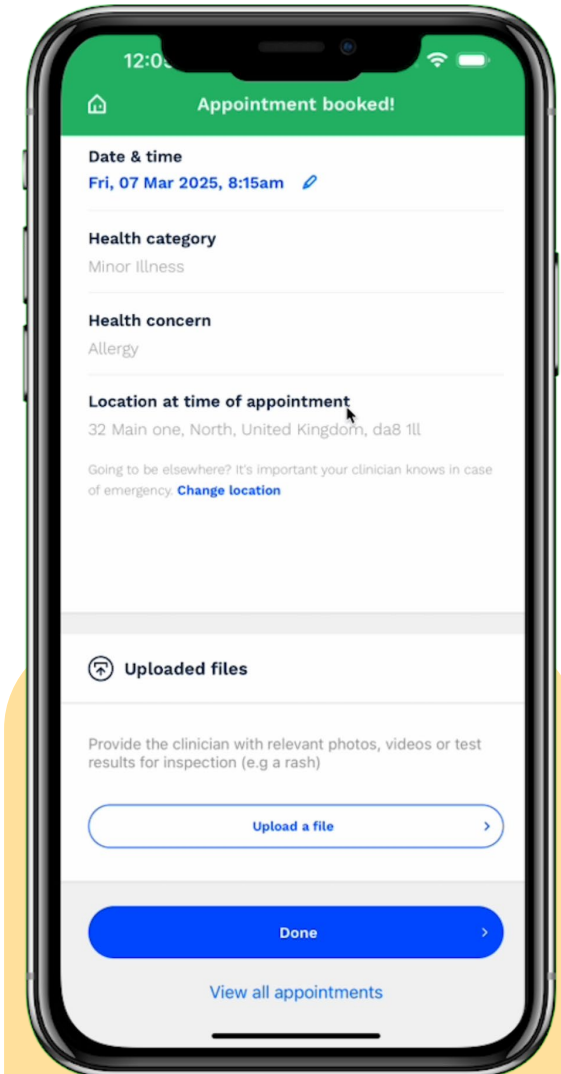
13 They have to option to attach files which may help the clinician.



Choice of video or phone and clinician type



Select the clinician and time.



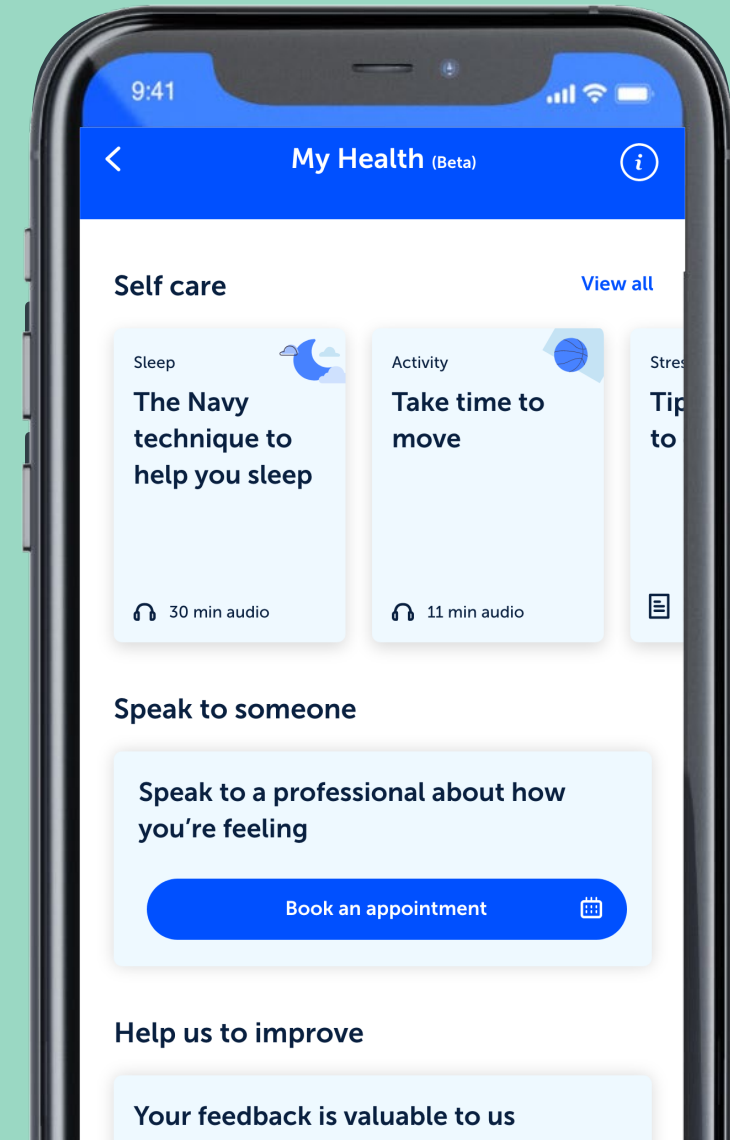
Appointment is booked.



# What is My Health?

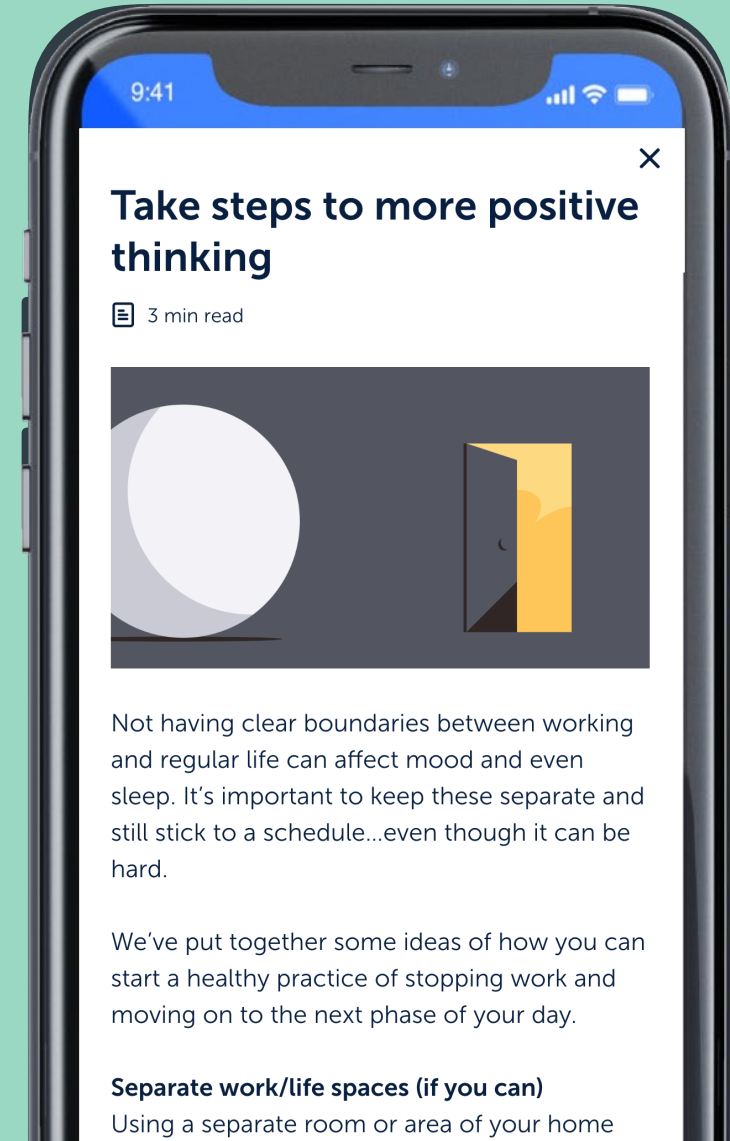
**My Health is Doctor Care Anywhere wellbeing platform designed to provide patients with the right support at the right time.**

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.



# Health Checks

Empowering Your Workforce  
Through Proactive Health  
Management



## Supporting Employee Wellbeing Through Tailored Health Checks

At Doctor Care Anywhere, we've partnered with Medichecks to remove barriers to healthcare, offering your workforce personalised health assessments designed to empower employees and enhance wellbeing.

### **Proactive Health for a Productive Workforce**

Our health assessments help identify potential health and lifestyle risks early, provide actionable advice, and give employees the tools they need to take charge of their health. This means a healthier, happier, and more productive workforce, where employees feel valued and cared for.

### **Accessible Healthcare, Wherever It's Needed**

With the rise of hybrid and remote working, we provide flexible healthcare options to ensure your employees have access to professional support and testing, anytime and anywhere:

**At Home:** Easy-to-use, finger-prick test kits sent directly to employees' homes. Kits can be branded to reflect your organisation.

**In the Community:** Access the UK's largest network of CQC-registered phlebotomy clinics for comprehensive testing.

**Virtual Health Consultations:** Employees can book appointments with experienced clinicians to discuss results, gain actionable insights, and develop a personalised care plan.

### **MyMedichecks Support Portal**

A user-friendly online platform where employees can:

Access their results and personalised doctor reports.  
Track the progress of their health checks with ease.

For companies: Cohort reporting is also available to provide actionable insights at a glance.

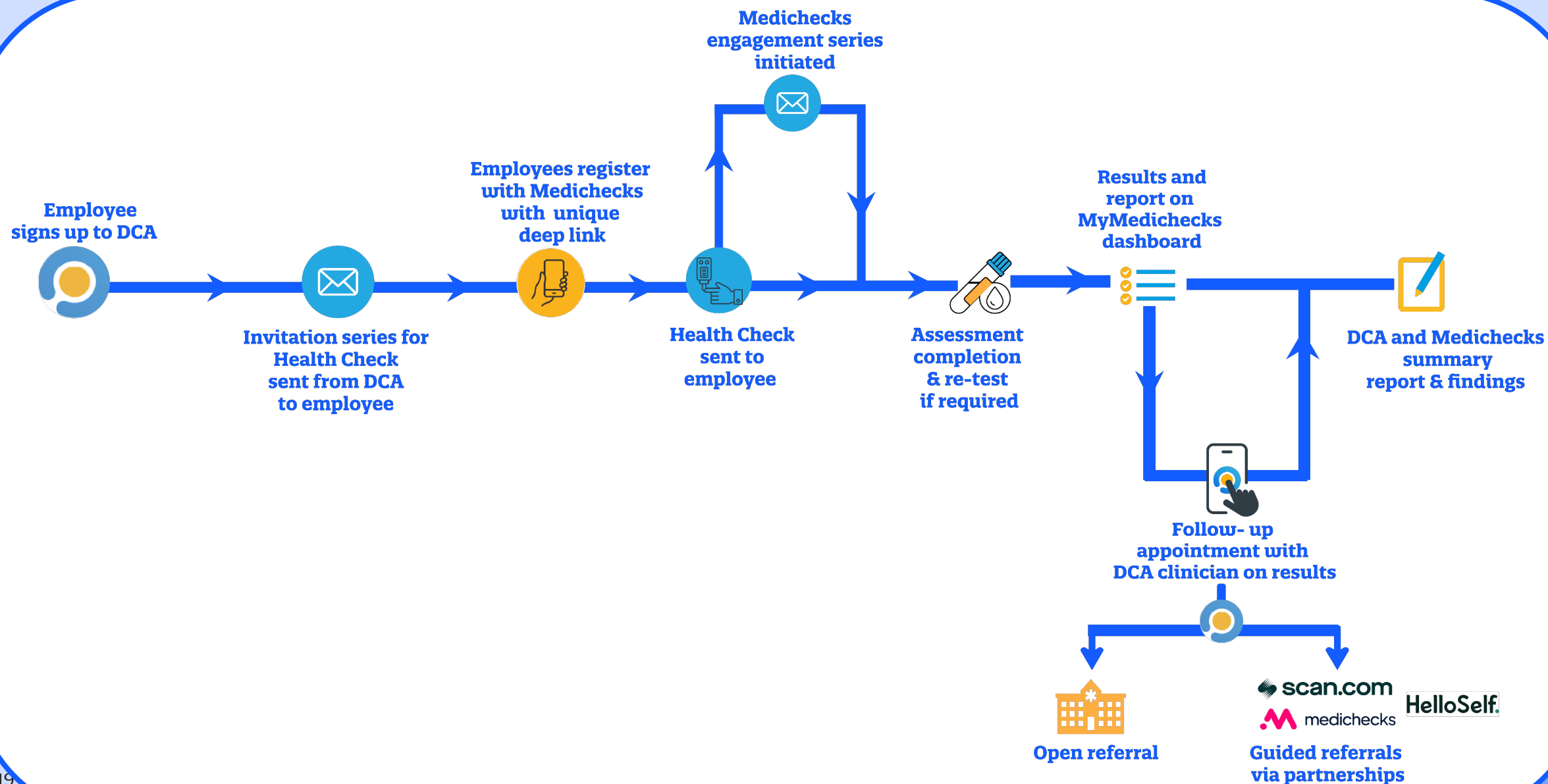
# What are the Benefits of having a Health Check

- ✓ **Early detection**  
Identifying health issues early can significantly improve the changes of successful treatment.
- ✓ **Prevention**  
Understanding your risk factors enables you to address health problems before they develop.
- ✓ **Motivation**  
A health check can be a powerful motivator to make positive changes to your lifestyle and wellbeing.
- ✓ **Personalised guidance**  
Your doctors report will include personalised advice and recommendations based on your unique health profile.
- ✓ **Peace of mind**  
Knowing your health status can provide peace of mind and reduce anxiety about potential health concerns.





# How it works



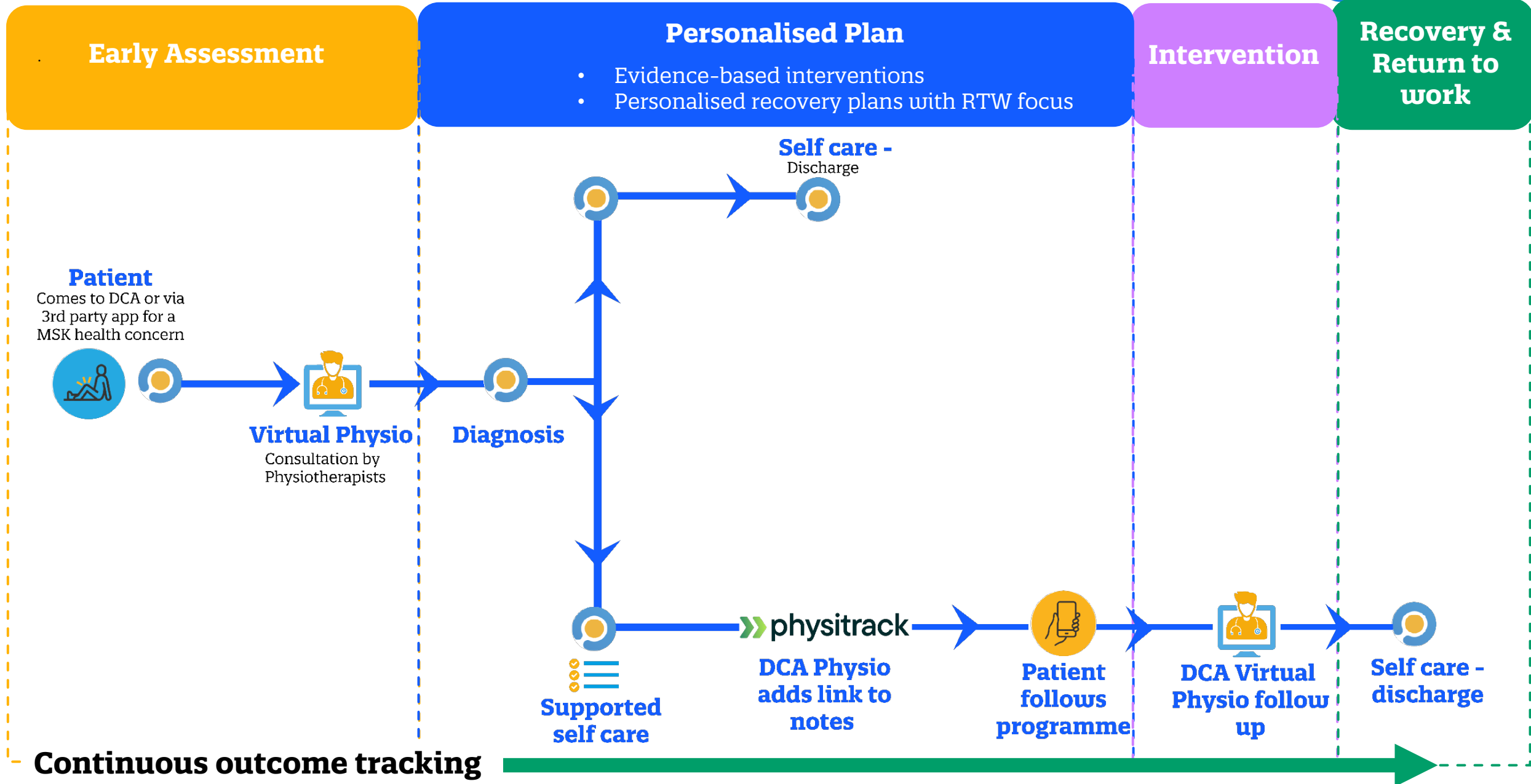
# MSK Care Program:

## Accelerating Return to Work & Delivering Proven Health Outcomes

Evidence-Based Impact on  
Workforce Health &  
Productivity



# What We Offer



# Real Stories, Real Impact

“Lewis was great. He took time to listen to the problem and provided advice and exercises to help. He said to give it a couple of weeks and come back for a second opinion if the ankle problem did not start to get better.”

“Great understanding of my issue and guidance thereafter. Would recommend to colleagues and friends! Thank you”

“Thank you for being so thorough. Appreciate your advice. Looking forward to working with the plan.”

“This was one of the most useful healthcare appointments I’ve had. I’ve come away with a clear plan and follow up strategy. Thank you.”

“Best Physiotherapy advice  
My appointment with a physiotherapist provided me with clear self-management advice and the healthcare professional listened intently to learn about my history and previous experiences to develop a plan. Much better than I’d experienced from the NHS, thank you.”

