

Doctorlink chosen as digital platform for one of UK's largest STPs

South West London among the country's ten largest STPs with around 1.6 million patients and 200 surgeries

London, 1st October, 2018 – One of Britain's largest Sustainability and Transformation Partnerships (STP) has awarded a contract to Doctorlink, an intelligent digital health platform, following a competitive tender process involving 12 different suppliers.

The contract with South West London means up to 1.6 million patients across approximately 200 surgeries will be able to access Doctorlink's clinically-endorsed digital tools. South West London is among the ten largest STPs in the country.¹

The Doctorlink platform, developed to address the growing burden on frontline NHS services and to help patients gain fast access care, is expected to be implemented in South West London surgeries over the next 12 months.

"The opportunity Doctorlink presents to help our patients navigate their personal health and wellbeing journey is incredibly exciting and we very much look forward to introducing the platform into our practices," said Sami Nur, Primary Care Transformation Lead, South West London Health and Care Partnership. "Adopting Doctorlink will transform the way patients access their GP practice, especially for same-day and urgent appointments across South West London; directing them to the most appropriate service for their health needs. From a practice point of view, we anticipate this process will reduce the pressure on GPs while also enhancing connections between primary, urgent care and community care providers."

What sets Doctorlink apart are its unique and fully indemnified algorithms, which cover 95% of presenting conditions, built upon best-in-class medical evidence with independent clinical governance. Patients can now access a clinically-approved digital triage and advice tool, as well as an advanced online appointment booking service.

"We are delighted that Doctorlink was selected from a list of 12 competing services on the Dynamic Purchasing System framework to advance the provision of patient care across South West London," said Andrew Gardner, Chief Executive Officer, Doctorlink. "This decision reflects Doctorlink's ability to reduce levels of demand for those at the forefront of GP services, while still improving the primary care experience for patients."

As part of the government's initiative to implement e-consultations, the Dynamic Purchasing System (DPS) framework enables STPs / CCGs to access a pool of pre-qualified suppliers that offer the most up-to-date solutions for clinical practice. Contracts are awarded with the knowledge that all suppliers have gone through stringent assessments.

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¹ When ranked by number of CCGs in catchment area (6). Sustainability and Transformation Plan footprints (published March 2016). Available at: <https://www.england.nhs.uk/wp-content/uploads/2016/02/stp-footprints-march-2016.pdf>. Last accessed September 2018.

Notes to Editors

About Doctorlink

Established by a team of healthcare and technology experts, Doctorlink was founded in 2016 to help improve the accessibility, quality and cost-effectiveness of healthcare services.

Doctorlink provides a digital gateway that connect patients with NHS primary healthcare services. Through our clinically approved digital triage, advice tool and service finder solution, GPs can reduce growing levels of demand while improving the primary care experience for patients.

The robust clinical algorithms contained within the Doctorlink platform are fully insured. Registered patients have access to a digital symptom checker, receive disposition and medical advice based specifically upon their responses, and can book appointments as required directly through an online system.

Doctorlink is working with STPs, CCGs, GPs and 111 services across England, to support patient demand, address operational challenges and improve patient experience. As of October 2018, Doctorlink actively works with approximately 30 CCGs, STPs, GP Groups and individual surgeries. Doctorlink is contracted across 400 GP practices, representing a catchment of 3.2 million patients in England.

About South West London STP

In 2016 the NHS and local councils came together in 44 areas covering all of England to develop proposals to improve health and care. They formed new partnerships – known as sustainability and transformation partnerships – to run services in a more coordinated way, to agree system-wide priorities, and to plan collectively how to improve residents' day-to-day health.

South West London's STP oversees six CCGs with a footprint population of 1.6 million people.

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