

Why registering  
with **GP at Hand**  
is bad for your  
health &  
disastrous  
for our  
**NHS**



# What's wrong with GP at Hand?

GP at Hand's adverts promise quick access to a NHS GP via your mobile. Sounds great? **But that's not the whole story.**

**GP at Hand's business model is set to undermine NHS general practice.**

GP at Hand is a GP practice, based in west London, which is using IT to Hoover up NHS patients all round London, using NHS money.

Their technology partner, Babylon Healthcare, is owned by Ali Parsa – a former investment banker and Circle Health CEO. Confusingly, this company also runs an entirely private GP practice.

## Your AI can see you now

GP at Hand replaces your NHS GP with a 'digital-first' service – driven by an app that uses an artificial intelligence (AI) symptom checker.

You *can* contact a GP by video or phone, but you will rarely see one twice, or face-to-face. To do so you would have to travel to their nearest centre. They don't do home visits either – unless you live in the right area.

NHS England has told Babylon to slow down their roll-out, because doctors are worried about this little-tested service.

## Cherry-picking patients

GP at Hand seems to be deliberately targeting healthy young people. They won't take you on if you're pregnant, frail and elderly, or have a terminal illness.

They don't want patients with complex mental health problems, drug problems,

dementia, a learning disability or safeguarding needs. We think that's because these patients are expensive.

This service takes money from the NHS, by picking the most profitable patients.

## Draining money from GP surgeries

Normal GP practices get the same sum of money per year per patient – whether they are young or old, healthy or sick. They aren't allowed to pick and choose.

In practice, 80% of patients are reasonably well. Their funding helps to pay for the 20% who are sick. It's a system that works, because it's fair. We all eventually end up in the 20%.

But now that thousands of young Londoners are signing up with GP at Hand, they are taking NHS money away from GP surgeries who need it to take care of the old and sick.

## GP at Hand - bad for east London

GP at Hand is renting space alongside unconsulted GP practices at Newby Place in Poplar E14, in Tower Hamlets.

- Patients are confused.
- Local GPs are worried about the effect on their already under-funded practices.

**This as an attack on NHS general practice. We say GP at Hand is NOT WELCOME in east London.**

**Boycott GP at Hand - Don't undermine general practice!**



- Write to your MP
- Join Keep Our NHS Public

In Tower Hamlets: [Email thkeepournhspublic@gmail.com](mailto:thkeepournhspublic@gmail.com)  
[Facebook /TowerHamletsKonp](#) [Twitter @THKONP](#)

