



Doctor Care Anywhere

3Q Trading and Activities Update

Transforming lives through better healthcare

20 October 2021


Dr Bayju Thakar, CEO & Dan Curran, CFO



About Doctor Care Anywhere



We are a UK-based telehealth company with operations in the UK, Republic of Ireland and Australia, providing pan-European services



Doctor founded and clinically led



Delivering end to end digital health services across primary, diagnostics and secondary care



Enterprise grade **secure technology platform**



Focus on **clinical safety and governance**

- ✓ **2.4m lives**
- ✓ **1,500+ corporate customers**
- ✓ **400+ GPs**
30+ specialists
- ✓ **300+ colleagues**



A Certified Partner



A Trusted Partner



Health



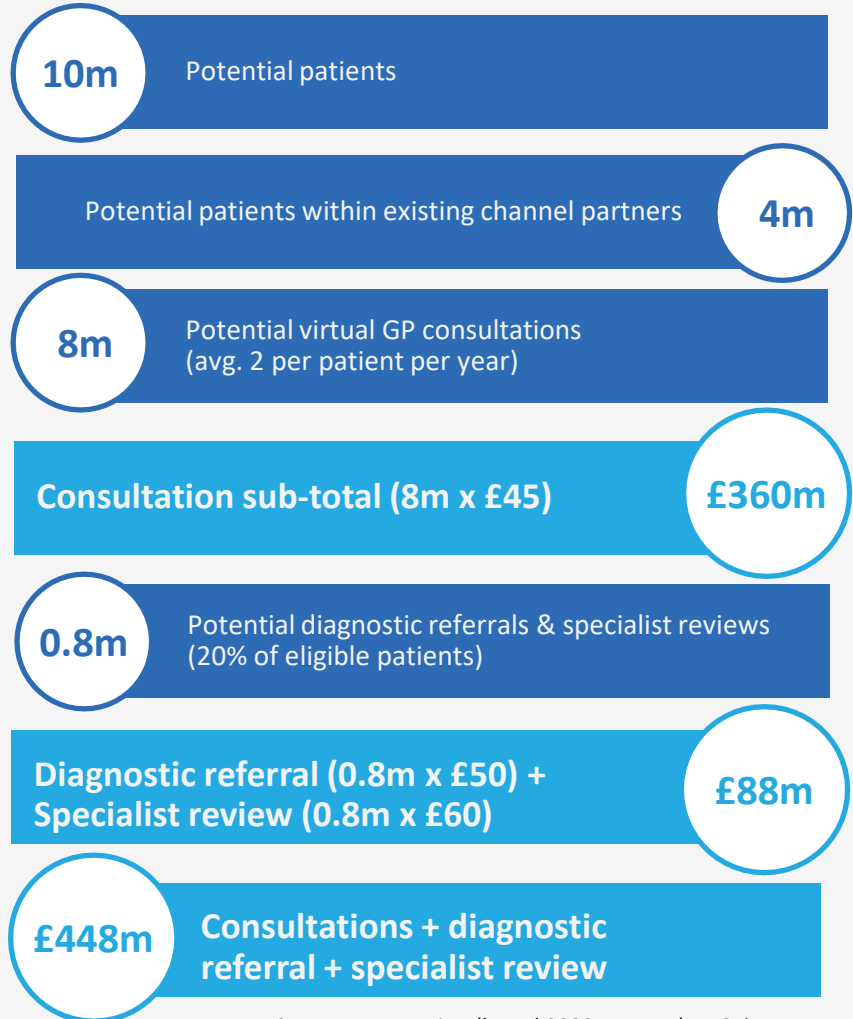
Walgreens Boots Alliance



Strong market access to grow and be a domestic and international winner



Our current UK addressable market



Current penetration (based 2020 revenue) : <3%

Our major channel partners

UK	Republic of Ireland	Pan-European	Australia

Our Internet Hospital revenue drivers

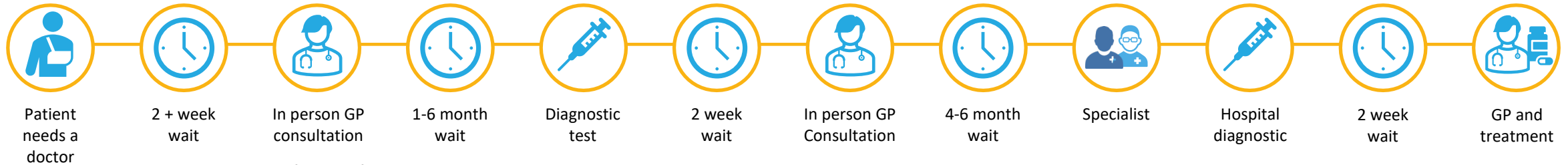
Initial GP consultation	Diagnostic test	Specialist review	GP follow up	Total revenue per patient journey
£45	£50	£60	£45	£200

Additional clinical pathways will generate incremental revenue streams on top of those above such as mental health and chronic management

Our innovative patient journey improves payor economics...

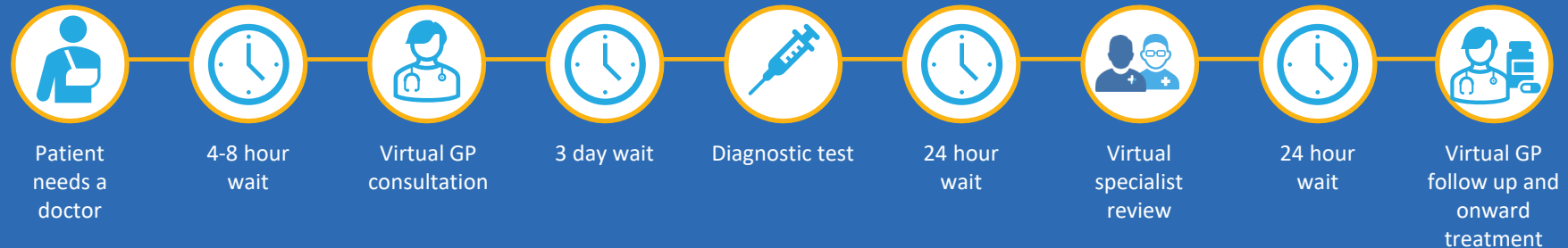


Traditional UK patient journey



Reflective of a typical UK patient journey. There may be variations depending on geography, presenting symptoms and suspected diagnosis.

Our Internet Hospital patient journey



And is a real point of differentiation for channel partners....

Generating claims savings

25%

Estimate of claims savings due to reduced appts downstream intervention

Retention rates in excess of

95%

Satisfying patients

80+

Consistent Net Promoter Score

High repeat user rate

65%

Consultations delivered to returning patients in Q3 2021

Strong growth with record revenue, consultations and diagnostic referrals



£5.8 million (AUS\$10.7 million) unaudited revenue for 3Q 2021
up 21.6% on 2Q 2021



603,200 Activated Lives at end 3Q 2021
up 8.0% on 2Q 2021



116,800 consultations delivered in 3Q 2021
up 30.6% on 2Q 2021



Record 45,800 consultations delivered in September 2021 (inc. GP2U)
up 42.2% on 2Q 2021 highest month



65% of 3Q 2021 consultations delivered to returning patients
Consistent net promoter score of 80+



41,000 patients have first consultation in 3Q 2021
record number of new patients using our service



5,100 diagnostic journeys completed in 3Q 2021
up 54.5% on 2Q 2021



New diagnostic specialties and pathways added to our service
Neurology, Urology, Gynaecology



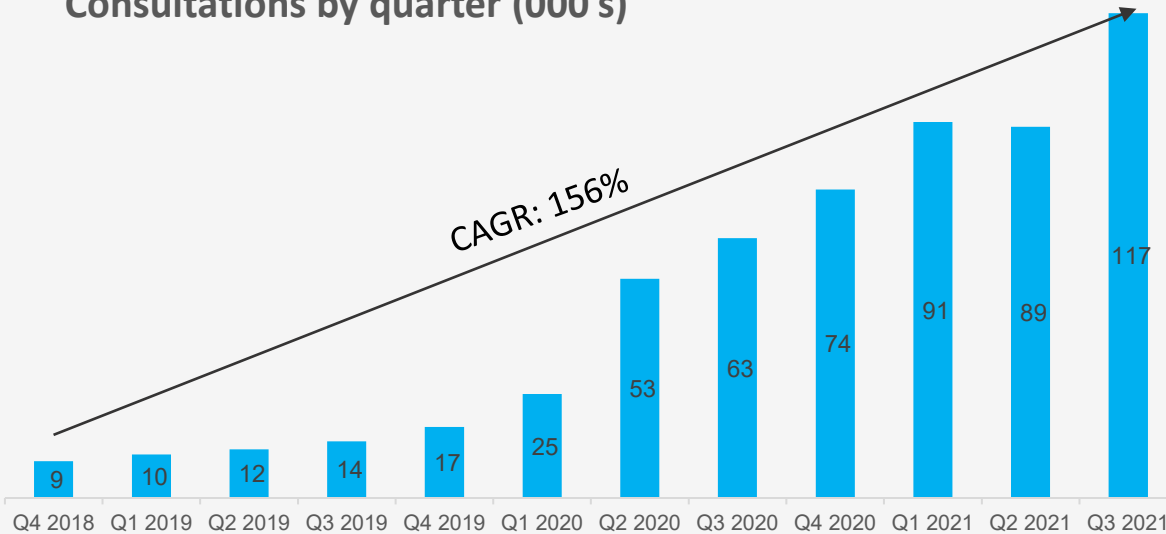
Acquired Australian provider GP2U
Entered Irish self pay market via Boots Ireland, part of Walgreens Boots Alliance



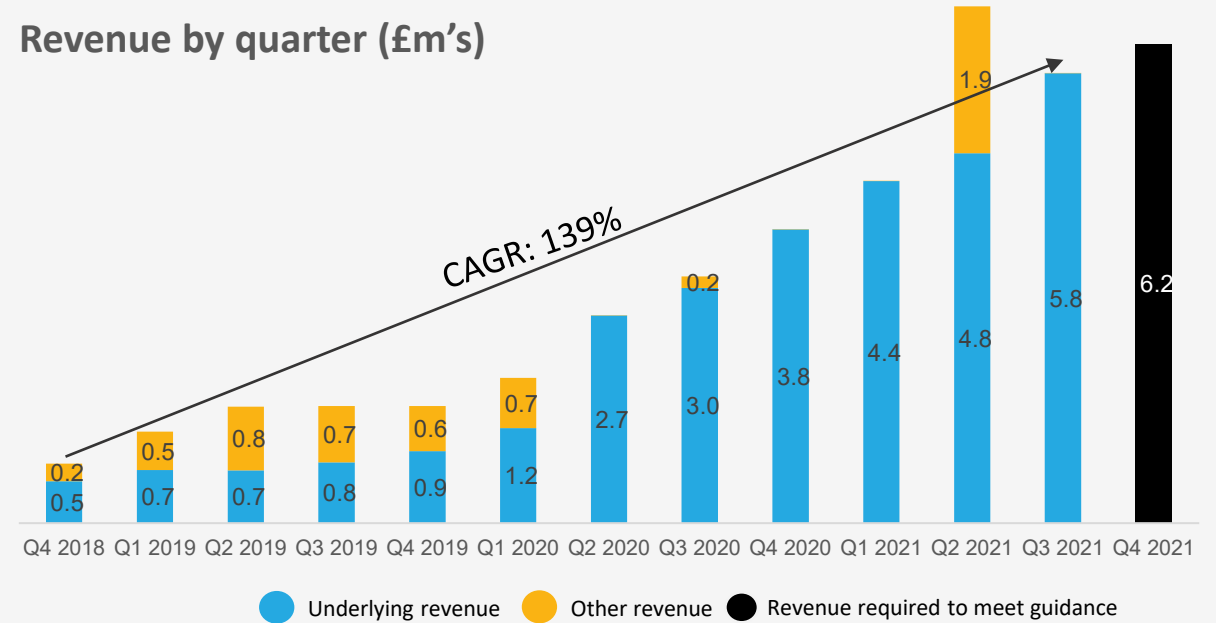
Reaffirm guidance for FY2021 for organic revenue growth of at least 100% above FY 2020
excluding impact of acquisition

Strong growth in key metrics

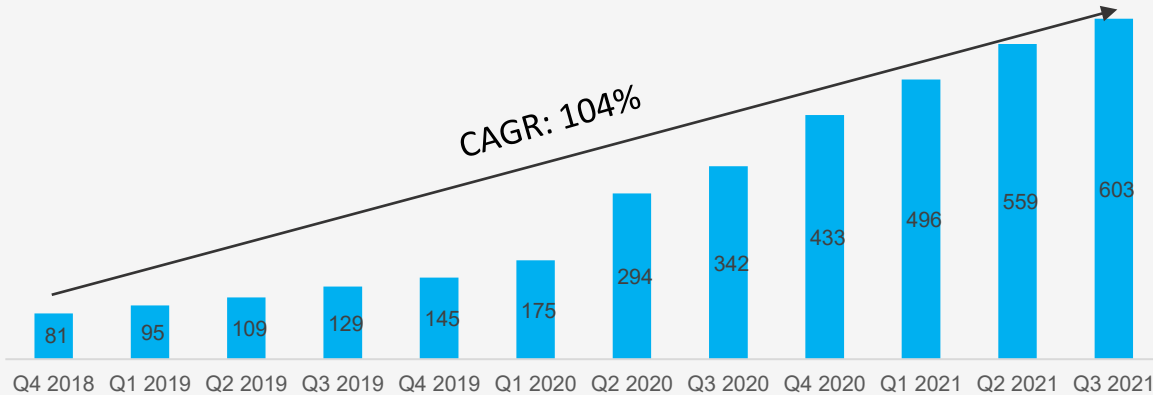
Consultations by quarter (000's)



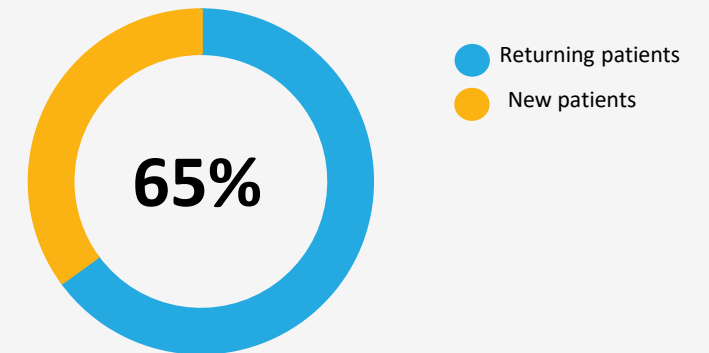
Revenue by quarter (£m's)



Activated Lives by quarter (000's)



Returning patient percentage 3Q 2021



Questions?

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Appendices

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Operating and Financial metrics



	3Q 2021	YTD 2021	2Q 2021	Variance		3Q 2020	Variance	
				Q on Q	2Q 2021 %		PCP	3Q 2020 %
Revenue (£ in millions)	5.8	17.1	4.8	1.0	21.6%	3.2	2.6	82.6%
Gross profit margin (%)	30.3%	44.4%	39.4%	(9.1 ppt)		43.4%	(13.1ppt)	
Contribution margin (%)	3.1%	21.2%	11.3%	(8.3 ppt)		14.1%	(11.0ppt)	
Underlying revenue (£ in millions)	5.8	15.1	4.8	1.0	21.7%	3.0	2.8	91.6%
Underlying gross profit (£ in millions)	1.8	5.6	1.9	(0.1)	(6.4%)	1.2	0.5	42.9%
Underlying contribution (£ in millions)	0.2	1.6	0.5	(0.4)	(67.3%)	0.3	(0.1)	(40.9%)
Underlying gross profit margin (%)	30.3%	37.0%	39.3%	(9.1 ppt)		40.6%	(10.3ppt)	
Underlying contribution margin (%)	3.0%	10.7%	11.3%	(8.3 ppt)		9.9%	(6.8ppt)	
Utilisation – eligible lives at period end (in 000s)	2,216.5	2,216.5	2,226.2	(9.6)	(0.4%)	2,002.8	213.7	10.7%
Subscription – eligible lives at period end (in 000s)	165.6	165.6	131.0	34.6	26.4%	188.1	(22.5)	(12.0%)
Eligible lives at period end (in 000s)	2,382.1	2,382.1	2,357.1	25.0	1.1%	2,190.9	191.2	8.7%
Utilisation – activated lives at period end (in 000s)	554.5	554.5	512.1	42.5	8.3%	298.3	256.3	85.9%
Subscription – activated lives at period end (in 000s)	48.7	48.7	46.6	2.0	4.4%	44.0	4.7	10.6%

Operating and Financial metrics



	3Q 2021	YTD 2021	2Q 2021	Variance		3Q 2020	Variance	
				Q on Q	2Q 2021 %		PCP	3Q 2020%
Activated lives at period end (in 000s)	603.2	603.2	558.7	44.5	8.0%	342.3	260.9	76.2%
Utilisation - activation % (at period end)	25.0%	25.0%	23.0%	2.0 ppt		14.9%	10.1 ppt	
Subscription – activation % (at period end)	29.4%	29.4%	35.6%	(6.2 ppt)		23.4%	6.0ppt	
Activation % (at period end)	25.3%	25.3%	23.7%	1.6 ppt		15.6%	9.7 ppt	
Utilisation – average activated lives (in 000s)	536.0	485.1	492.4	43.6	8.8%	279.9	256.1	91.5%
Subscription – average activated lives (in 000s)	47.5	46.7	46.5	1.0	2.1%	43.1	4.4	10.3%
Average activated lives (in 000s)	583.5	531.8	539.0	44.5	8.3%	323.0	260.5	80.7%
Utilisation – consultations (in 000s)	106.6	278.7	84.5	22.1	26.2%	55.5	51.1	92.1%
Subscription – consultations (in 000s)	6.7	18.0	4.9	1.9	38.3%	7.1	(0.3)	(4.4%)
Other – consultations (in 000s)	3.4	3.4	-	3.4	-	-	-	-
Consultations (in 000s)	116.8	296.7	89.4	27.4	30.6%	62.6	54.2	86.6%
Utilisation – annualised utilisation (%)	79.6%	75.7%	68.6%	15.9 ppt		79.3%	0.2 ppt	
Subscription – annualised utilisation (%)	56.7%	51.4%	41.9%	14.8 ppt		65.5%	(8.7 ppt)	
Annualised utilisation (%)	77.7%	73.5%	66.3%	11.4 ppt		77.5%	0.2 ppt	

End

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