

Quarterly Activity Report and Appendix 4C

Doctor Care Anywhere Group PLC (ASX:DOC, “Doctor Care Anywhere” or “the Company”) is pleased to provide an update on trading and corporate activity for the quarter ended 31 December 2024 (“Q4 2024”)¹.

Executive Summary

- Market guidance in the period was met, or exceeded.
- Revenue growth in H2 2024 was at the upper end of guidance range of 0-5% (excluding diagnostic pathways),
- DOC generated underlying positive cash flow in H2 2024 and achieved our target gross margin of 55-60% in Q4 2024.
- £0.8m (A\$1.6m) net cash inflow in Q4 2024, a £1.7m improvement v Q4 2023 and a significant milestone for the Company on its journey to profitability.
- Q4 2024 consultations were down 2.2% QoQ and 8.8% vs PcP driven by the closure of our secondary care pathways. Excluding appointments related to the secondary care pathway, consultations were up 0.5% QoQ and down 3.8% vs PcP.
- Exited quarter with £4.4m (A\$8.6m) cash on hand, which is expected to see the business through to long term cash generation and profitability. Financial guidance for 2025 will be shared with our year end results.

Operational Performance – KPIs

	Actual	% increase / (decrease) on	% increase / (decrease) on
	Q4 2024 000's	Q4 2023 (PcP)	Q3 2024 (QoQ)
Eligible Lives ² at Period End	3,257.5	8.0%	(0.2%)
Activated Lives ³ at Period End	1,181.8	12.7%	7.1%
Consultations ⁴ in Period	159.1	(8.8%)	(2.2%)
Repeat Patients ⁶ in Period	116.4	(12.8%)	(3.6%)

Commentary

Eligible Lives at the end of Q4 2024 were 3.3 million, up 8.0% on PcP and largely flat QoQ. Growth in eligible lives PcP was primarily due to the new partnership with Alliance Healthcare which went live in H2 2024.

At the end of Q4 2024, Activated Lives were 1.2 million, up 12.7% on PcP and 7.1% QoQ.

¹ This Quarterly Activity Report and Appendix 4C is prepared in GBP in accordance with International Financial Reporting Standards in conformity with the requirements of the Companies Act 2006 (UK) and is unaudited. Figures expressed in Australian Dollars (“A\$”) have been converted from British Pounds Sterling at an exchange rate of AUD:GBP 1:0.51 for Q4 2024, 1:0.51 for Q3 2024 and 1:0.52 for Q4 2023.

² **Eligible Lives** represents the total number of people who have an entitlement to use DOC’s services.

³ **Activated Lives** represents the total number of people who “sign up” for DOC’s service and enter their personal details.

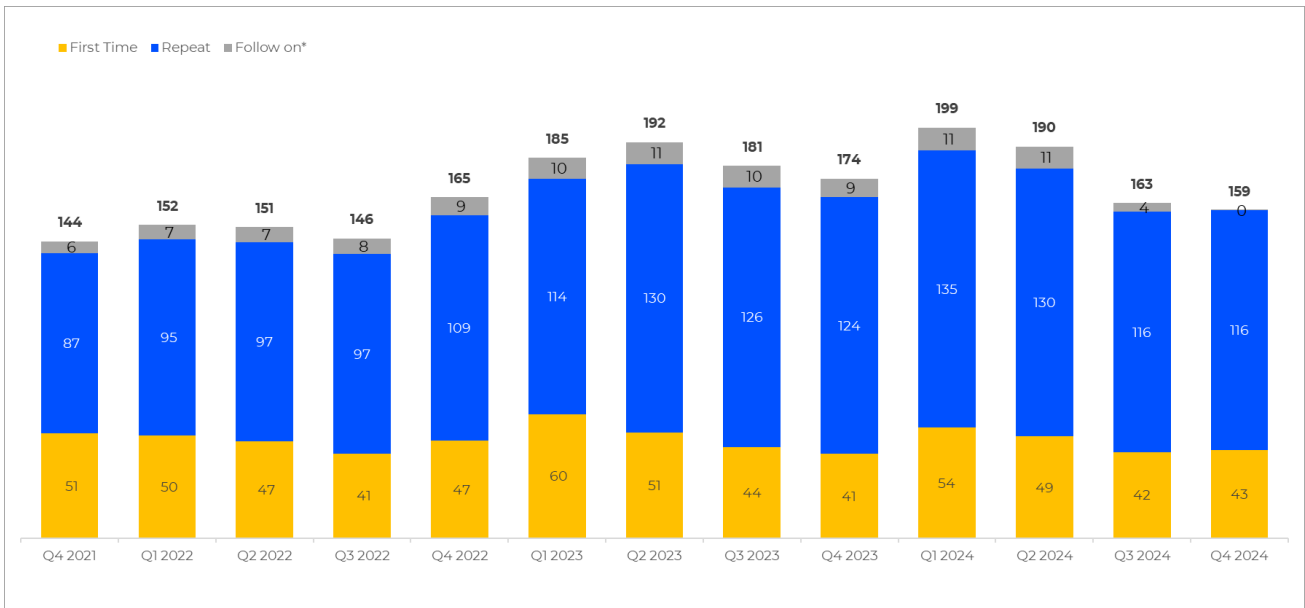
⁴ **Consultations** is the number of GP and ANP consultations delivered to patients over the period.

⁵ **Secondary Care Journeys** is the number of secondary care journeys completed by patients over the period following a referral from an initial GP or ANP consultation on the DCA platform.

⁶ **Repeat Patients** represents the number of consultations completed by patients who had previously completed an appointment.

159,100 consultations were delivered in Q4 2024, down 2.2% QoQ and 8.8% vs PcP. The decrease in consultation volumes versus PcP and QoQ were driven by mild UK winter to date, the reduction in follow-up appointments due to the phased closure of the secondary care pathway, and reduced new member volumes from AXA Health as it increased its prices in response to increased claims costs in 2023. Excluding appointments related to the secondary care pathway, consultations were up 0.5% QoQ and down 3.8% vs PcP.

Consultations by Quarter (000's)



*Follow on appointments relate to DCA's secondary care pathway

Returning patients represented 73% of all consultations in the quarter, a decrease of 1 ppt QoQ, and a decrease of 3 ppt compared to PcP.

Cash Position

	Q4 2024	Q3 2024	% increase /(decrease) QoQ	Q4 2023	% increase /(decrease) versus PcP
Cash movements	£000	£000		£000	
Receipts from customers	9,682	8,518	13.7%	9,520	1.7%
R&D/Intellectual property costs	(1,309)	(1,007)	30.0%	(1,132)*	15.6%
Operating costs	(4,562)	(5,577)	(18.2%)	(6,078)*	(24.9%)
Other/Non-operating staff costs	(2,069)	(2,167)	(4.5%)	(2,067)	0.1%
Other administrative costs	(953)	(877)	8.7%	(1,403)	(32.1%)
Other cash inflows	180	263	(31.7%)	439	(59.1%)
Total operating and investing outflows	969	(847)	(214.4%)	(721)	(234.4%)
Financing cash flows	(142)	(23)	519.1%	(133)	7.1%
Exchange gain/(loss)	(5)	(3)	(81.3%)	(3)	66.7%
Net cash flow	822	(873)	(194.6%)	(857)	(196.4%)

*Q4 2023 values for several cost categories have been amended following a re-categorisation of R&D-related software costs. The effect on 'Total operating and investing outflows' and on 'Net cash flow' is nil.

Total operating and investing cash outflows moved year on year by £1.7m (A\$3.3m) from a £0.7m outflow (A\$1.8m) to a £1.0m (A\$2.7m) inflow. This demonstrates the progress made in the past year to reduce cash burn and drive margins. QoQ cashflow also improved by £1.8m (A\$3.5m), primarily driven by an increase of £1.2m in receipts from customers, Further details are provided as follows:

- Cash receipts from customers increased by 13.7% QoQ primarily driven by a £0.9m one-off receipt related to appointments from prior periods. Receipts increased by 1.7% versus PcP driven by the one-off receipt, partially offset by reduced volumes, primarily due to the closure of DCA's secondary care pathway.
- R&D and intellectual property cash spend increased by 30.0% QoQ and by 15.6% versus PcP, primarily due to timing of payments.
- Operating costs decreased by 18.2% QoQ and were down 24.9% versus PcP, due to the reduction in consultation volumes and change in the clinical workforce mix and driving 15 minute appointments where appropriate. Non-GP appointments exceeded 40% at the end of Q4 2024.
- Other/non-operating staff costs decreased by 4.5% QoQ and increased by 0.1% versus PcP, both expected, immaterial movements.
- Other administrative costs spend increased by 8.7% QoQ and reduced by 32.1% versus PcP which was primarily due to the timing of payments.

- Other cash inflows reduced by 31.7% QoQ and 59.1% versus PcP which both primarily related to a higher VAT receipt in the prior periods.

The overall cash inflow for the business in Q4 2024 was £0.8m (A\$1.6m) versus £0.9m outflow (A\$1.8m) in Q4 2023. This was primarily driven by cost savings across the business and the one-off receipt noted above.

The Company exited the quarter with £4.4m (A\$8.6m) of cash on hand at 31 December 2024, which is expected to be sufficient to see the Company through to long term profitability and net cash generation.

Activities since previous market update

An update is provided on key operational and financial matters:

Management changes

A number of executive appointments have been made since year-end which greatly strengthen the DCA team:

Firstly, following the announcement on 9 December 2024 that Ben Kent was to step down as Chief Executive Officer, Laura O’Riordan has been appointed to the position, and began working at DCA on 6 January 2025. Laura joins Doctor Care Anywhere from her latest role as President at eMed Healthcare UK (formally Babylon). Laura brings a wealth of leadership and digital healthcare knowledge from her previous roles at Babylon, The Good Care Group, Care UK and Harmoni. Laura holds a BSc (Hons) in Adult Nursing and an Advanced Diploma in Accident & Emergency Nursing. Laura cares deeply about patient services and has demonstrated a commitment to driving patient quality and commercial outcomes.

Additionally, DCA is pleased to announce the appointment of Andrew Bellingham as Chief Product and Proposition Officer from 6 January 2025. Andrew joins from Healthera Ltd where he was Director of Product and Strategy. Andrew has worked in the health tech sector for over 15 years, leading the product development of companies including Ada Health, Lloyds Online Doctor and ICareHealth, all spearheading market first product propositions.

DCA are also pleased to announce the appointment of Sam Shah as a Non-Executive Director. Further details are available in yesterday’s ASX release.

AXA Health secondary care pathway

Following the entry of the last patient into a secondary care referral pathway in September 2024, the closure of the service was completed in Q4 2024.

Operating model review

As previously announced, the Company has initiated a transformation programme to drive further process efficiencies and cost reduction, to enable improved patient and client experience and to support its path to profitability. This workstream is ongoing and further information will be shared with the market in due course.

Guidance

UNDERLYING CASH FLOW

- DCA is pleased to announce that it achieved its stated guidance of underlying cash flow to be broadly neutral in H2 2024.
- The Company also achieved its stated guidance for revenue growth (excluding diagnostics) for H2 2024 vs. H2 2023 in the range of 0-5%. Revenue growth for H2 2024 was at the upper end of this range. Further details will be provided with the release of DCA's preliminary 2024 results in February 2025.
- Gross margin target of 55-60% was also achieved in Q4 2024 post clinical workforce restructure.

Other

As required by ASX Listing Rule 4.7C.3, the Company discloses that payments to related parties in the period totalled £0.15 million, representing payment of Director Fees to Executive and Non-Executive Directors (including pension and payroll tax payments).

This update must be read as a whole and is subject to the disclaimer that it:

- Is not a prediction or guarantee of future performance; and
- Involves known and unknown risks, uncertainties and other factors which are beyond the Company's control, and which may cause actual results to differ from this guidance. The Company is not liable for the accuracy and/or correctness of this information and any differences between the guidance and actual outcomes.

Corporate Overview

- 366,771,846 shares/CDIs on issue
- Market capitalisation of A\$26.0m at date of report release
- £4.4m (A\$8.6m) cash at 31 December 2024
- £10.6m (A\$20.8m) in debt under the convertible loan at 31 December 2024.

- ENDS -

This ASX announcement has been authorised for release by the Board of Directors.

About Doctor Care Anywhere:

Doctor Care Anywhere Group PLC is one of the UK's largest private providers of telehealth services. The Company works with insurers, healthcare providers and corporate customers to connect patients to a range of digitally enabled telehealth services on its proprietary platform. It is committed to delivering the best possible patient experience and clinical care through digitally enabled, joined up, evidence-based pathways.

Appendix 4C

Quarterly report for entities subject to Listing Rule 4.7B

Name of entity

Doctor Care Anywhere Group PLC

ARBN

645 163 873

Quarter ended ("current quarter")

31 December 2024

Consolidated statement of cash flows	Current quarter £'000	Year to date (12 months) £'000
1. Cash flows from operating activities		
1.1 Receipts from customers	9,682	40,441
1.2 Payments for		
(a) research and development	(900)	(2,868)
(b) product manufacturing and operating costs	(4,562)	(23,126)
(c) advertising and marketing	(80)	(334)
(d) leased assets	-	-
(e) staff costs	(2,069)	(9,197)
(f) administration and corporate costs	(872)	(5,326)
1.3 Dividends received (see note 3)	-	-
1.4 Interest received	7	63
1.5 Interest and other costs of finance paid	-	-
1.6 Income taxes paid	-	-
1.7 Government grants and tax incentives	-	-
1.8 Other (provide details if material)	173	700
1.9 Net cash from / (used in) operating activities	1,379	353

Consolidated statement of cash flows		Current quarter £'000	Year to date (12 months) £'000
2.	Cash flows from investing activities		
2.1	Payments to acquire or for:		
	(a) entities	-	-
	(b) businesses	-	-
	(c) property, plant and equipment	(1)	(6)
	(d) investments	-	-
	(e) intellectual property	(409)	(1,645)
	(f) other non-current assets	-	-
2.2	Proceeds from disposal of:		
	(g) entities	-	-
	(h) businesses	-	-
	(i) property, plant and equipment	-	-
	(j) investments	-	-
	(k) intellectual property	-	-
	(l) other non-current assets	-	-
2.3	Cash flows from loans to other entities	-	-
2.4	Dividends received	-	-
2.5	Other	-	-
2.6	Net cash from / (used in) investing activities	(410)	(1,651)

3.	Cash flows from financing activities		
3.1	Proceeds from issues of equity securities (excluding convertible debt securities)	-	-
3.2	Proceeds from issue of convertible debt securities	-	-
3.3	Proceeds from exercise of options	-	-
3.4	Transaction costs related to issues of equity securities or convertible debt securities	-	(103)
3.5	Proceeds from borrowings	-	10,610
3.6	Repayment of borrowings	(142)	(10,839)
3.7	Transaction costs related to loans and borrowings	-	-
3.8	Dividends paid	-	-
3.9	Other (provide details if material)	-	-
3.10	Net cash from / (used in) financing activities	(142)	(332)

Consolidated statement of cash flows		Current quarter £'000	Year to date (12 months) £'000
4.	Net increase / (decrease) in cash and cash equivalents for the period		
4.1	Cash and cash equivalents at beginning of period	3,585	6,060
4.2	Net cash from / (used in) operating activities (item 1.9 above)	1,379	353
4.3	Net cash from / (used in) investing activities (item 2.6 above)	(410)	(1,651)
4.4	Net cash from / (used in) financing activities (item 3.10 above)	(142)	(332)
4.5	Effect of movement in exchange rates on cash held	(5)	(23)
4.6	Cash and cash equivalents at end of period	4,407	4,407

5.	Reconciliation of cash and cash equivalents at the end of the quarter (as shown in the consolidated statement of cash flows) to the related items in the accounts	Current quarter £'000	Previous quarter £'000
5.1	Bank balances	4,407	3,585
5.2	Call deposits	-	-
5.3	Bank overdrafts	-	-
5.4	Other (provide details)	-	-
5.5	Cash and cash equivalents at end of quarter (should equal item 4.6 above)	4,407	3,585

6.	Payments to related parties of the entity and their associates	Current quarter £'000
6.1	Aggregate amount of payments to related parties and their associates included in item 1	153
6.2	Aggregate amount of payments to related parties and their associates included in item 2	-

Note: if any amounts are shown in items 6.1 or 6.2, your quarterly activity report must include a description of, and an explanation for, such payments.

7. Financing facilities <i>Note: the term "facility" includes all forms of financing arrangements available to the entity. Add notes as necessary for an understanding of the sources of finance available to the entity.</i>	Total facility amount at quarter end £'000	Amount drawn at quarter end £'000
7.1 Loan facilities	10,610	10,610
7.2 Credit standby arrangements	-	-
7.3 Other (please specify)	-	-
7.4 Total financing facilities	-	10,610
7.5 Unused financing facilities available at quarter end		-
7.6 Include in the box below a description of each facility above, including the lender, interest rate, maturity date and whether it is secured or unsecured. If any additional financing facilities have been entered into or are proposed to be entered into after quarter end, include a note providing details of those facilities as well.		
<p>The loan facility is as announced by the Company on 12 January 2024: https://wcsecure.weblink.com.au/pdf/DOC/02762058.pdf</p> <p>The Convertible Notes bear no interest and may be converted into CDIs by the Convertible Noteholders at any time (provided more than 60 days have passed since the holder's previous conversion) at an issue price of £0.0459 (equivalent to A\$0.0875, based on the exchange rate on 8 December 2023, being a premium of 94% to the closing price of the Company's CDIs on the ASX of A\$0.045 on 11 December).</p> <p>Doctor Care Anywhere may redeem all outstanding Convertible Notes in full on or after 1 January 2026 by repaying the outstanding principal.</p>		

8. Estimated cash available for future operating activities	£'000
8.1 Net cash from / (used in) operating activities (item 1.9)	1,379
8.2 Cash and cash equivalents at quarter end (item 4.6)	4,407
8.3 Unused finance facilities available at quarter end (item 7.5)	-
8.4 Total available funding (item 8.2 + item 8.3)	4,407
8.5 Estimated quarters of funding available (item 8.4 divided by item 8.1)	N/A
<i>Note: if the entity has reported positive net operating cash flows in item 1.9, answer item 8.5 as "N/A". Otherwise, a figure for the estimated quarters of funding available must be included in item 8.5.</i>	
8.6 If item 8.5 is less than 2 quarters, please provide answers to the following questions:	
8.6.1 Does the entity expect that it will continue to have the current level of net operating cash flows for the time being and, if not, why not?	
Answer:	
8.6.2 Has the entity taken any steps, or does it propose to take any steps, to raise further cash to fund its operations and, if so, what are those steps and how likely does it believe that they will be successful?	
Answer:	

8.6.3 Does the entity expect to be able to continue its operations and to meet its business objectives and, if so, on what basis?

Answer:

Note: where item 8.5 is less than 2 quarters, all of questions 8.6.1, 8.6.2 and 8.6.3 above must be answered.

Compliance statement

- 1 This statement has been prepared in accordance with accounting standards and policies which comply with Listing Rule 19.11A.
- 2 This statement gives a true and fair view of the matters disclosed.

Date: 30 January 2025

Authorised by: Board of Directors