

Shareholder Questions and responses - 6 May 2020

Question:

Can you please state the number of unique users per month to Patient.info for the year ending 31/12/2019.

Answer:

“We no longer publish statistics on the number of unique users per month to Patient.info as our strategic focus in the Patient business is on Patient Access and marketplace. As indicated in the 2018 Annual Report and Accounts, website traffic levels were affected by Google algorithm changes and have remained consistent at a lower level through 2019 and into 2020, before a more recent increase driven by COVID-19. We remain proud of the patient information pages on Patient.info which continue to be regularly updated and are hugely popular with patients and clinicians alike.”