

**Totally plc**

**("Totally", "the Company" or "the Group")**

**Outlook Update**

The Company today announces that its NHS 111 National Resilience support contract (the "NHS 111 Contract") has not been renewed by NHS England and therefore will come to a conclusion on 15 February 2025. This reflects NHS England's strategy to no longer provide resilience services (which support 111 pressures at a local level) at a national level. The value of the contract was c.£13 million, with c.£12 million being recognised in the current financial year.

The Company was not reliant on the extension of the NHS 111 Contract for the delivery of its FY25 forecast and therefore remains confident of delivering FY25 performance in line with expectations of £85 million revenue and £3.5 million EBITDA. All other parts of the business are performing well and CQC ratings remain GOOD.

The Board's financial expectations for the year ending 31 March 2026 did assume a renewal of the NHS 111 Contract, however at a reduced level. Work will commence to redeploy workforce where possible along with securing new contracts with new providers, although exceptional costs are expected. Based on the current revenue run rate of the Company, new contract wins and the current new business pipeline the Board now expects the financial performance of FY26 to be at a similar level to that which is expected to be reported for FY25.

The Board would like to highlight that over the term of the NHS 111 National Resilience Contract Totally has successfully supported eight of the 14 NHS 111 providers with their capacity challenges, answering calls from well in excess of one million patients and ensuring the NHS is able to deliver responsive and safe services.

The level of demand for NHS 111 support and the level of capacity available within local providers to respond to demand has not changed and Totally will continue to work with the NHS to provide services that ensure patients can access the care they need quickly, which will include both telephony and clinical assessment services. The Company continues its conversations with commissioners, including Ambulance Trusts, to mitigate the impact of high demand on services via the provision of Totally's telephony, online and clinical assessment services. The Board strongly believes Totally offers a proven, cost-effective solution to resilience with good performance, productivity metrics and best in class outcomes.

Totally continues to provide a range of health services including, as previously announced, NHS 111 "Speak to" and online dispositions for a Trust in the North East of England and clinical assessment services.

Planning guidance published on 30 January 2025 maintains the four-hour target for waits at A&E which will require continued support at the point of patient access (NHS 111) and ambulance response (Clinical assessment/999) to achieve. Totally looks forward to the upcoming 10-year plan for the NHS which will provide further guidance on how increased demand will be managed down to sustainable levels. There is a very clear role for independent providers in the delivery of change within the NHS evidenced by the new agreement with the Independent Health Providers Network (IHPN), of which Totally is a member, for increased involvement by independent providers in elective care, and Totally also expects a key role will also need be played in the delivery of urgent care.

**For further information please contact:**

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## Notes to editors

### About Totally

Totally is a leading provider of healthcare and wellbeing services across the UK and Ireland, working in partnership with the NHS, other healthcare providers and corporate customers to help address the challenges of increased demand for healthcare services.

Totally helps healthcare commissioners and hospitals ensure patients can access the most appropriate care quickly and efficiently by delivering quality urgent care services, elective care services including insourcing, outsourcing and elective care delivered via 'Any Qualified provider', as well as community dermatology clinics; and therapy servicing including first contact practitioner and a full physiotherapy and podiatry offering. Our corporate customer services also play a role in reducing reliance on healthcare by promoting healthy lifestyles and physical and mental health.

### Healthcare services

**Urgent Care:** Totally's urgent care services are delivered under the Totally Urgent Care brand, by Vocare and Greenbrook Healthcare. Both businesses have a strong heritage.

**Elective care:** Totally's elective care services are delivered by Pioneer Healthcare, About Health and Premier Physical Healthcare.

- Pioneer Healthcare was established in 2007 and delivers a wide range of acute services to NHS patients, in partnership with independent healthcare sector private hospitals across England, to help the NHS reduce waiting lists whilst maintaining patient care and quality. Pioneer offer services through insourcing and outsourcing agreements and through its Any Qualified Provider status.
- About Health has been delivering community-based specialist care with a focus on delivering prompt assessment and treatment across the country since 2008.
- Premier Physical Healthcare was established in 2007 and provides physiotherapy and podiatry services to NHS patients, often within a community GP practice, and to the prison service.

### Corporate Wellbeing Services

**Energy Fitness Professionals ("EFP"):** EFP is a corporate fitness provider established in 1990 to address a gap in the market for workplace fitness, which has grown to offer a range of services covering workplace wellbeing. EFP manages 62 gyms on behalf of its corporate customers, with more than 13,000 members.

For more information visit [www.totallyplc.com](http://www.totallyplc.com)

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