

Dr Minal Bakhai

MBBS (Hons) BSc (Hons) MRCGP MRCP DFRH FFCI

Dr Minal Bakhai is the National Clinical Director for Digital First Primary Care at NHS England and NHS improvement and a GP in a highly deprived area of London where she has spent the last 10 years focused on reducing health inequalities for her population. She is also an expert advisor at NICE and an advisor for the Better Health Programme. She is passionate about harnessing the power of technology to support the delivery of an inclusive, equitable, high quality and sustainable Primary Care.

One of Minal's key areas of focus has been developing a national shared learning system, driven by data and evidence, to inform policy and target the right support, resources and implementation of digital tools to improve outcomes for patients and colleagues.

She champions the co-production and user-centred design of digitally enabled pathways, with an understanding of the needs and lived experience of users, to reduce inequalities, improve clinical safety and deliver an excellent experience.

She chairs various national groups such as the Expert Advisory Group for Digital Primary Care, the Digital Primary Care Research and Evaluation Network, the Digital Primary Care Clinical Safety Forum and the Digital Primary Care Clinical Leads Network. She also sits on the UK Cross Regulatory Group for Standards in Digital Healthcare.