



Transforming Diagnostics in the NHS through Automation

Following the pandemic, the NHS continues to work hard in an attempt to increase diagnostic capacity and eliminate the diagnostic backlog. It is estimated that to achieve this, an extra 10 million diagnostic tests will need to be delivered over the next 3 years.

Intelligent Automation can be used to support diagnostic pathways, by increasing the speed with which patient diagnostic tests are requested, improving the timeliness of result reviews, and ensuring patients are tracked throughout all stages of the pathway.



Supports earlier diagnosis and faster treatment



Improves quality of care and patient experience



Drives system wide **transformation across pathways**

System Priorities

- Expand capacity and reduce the diagnostic backlog
- Reduce waiting times
- Provide personalised care
- Increase patient choice
- Deliver on the diagnostic digital roadmap

Key Benefits of Intelligent Automation:



Transforms Patient Care



Reduces Referral Backlog



Increases Treatment Capacity



Minimises Clinical Risk



Improves Waitlist Management



Enhances Data Quality

"In its commitment to providing exceptional patient care, the NHS recognises the transformative potential of utilising automation throughout the diagnostic pathway. With the ability to streamline workflows, reduce human error, and deliver faster results, automation is a powerful tool that can be used to address the increasing demand for healthcare services. Embracing automation in diagnostics not only enhances operational efficiency but also ensures accurate, timely, and personalised care for every patient."

Ruby Ali – Associate Director of Operations, Leeds Teaching Hospitals NHS Trust





Implementing Intelligent Automation to Optimise Diagnostic Pathways

There is a need to reduce the diagnostic backlog, and improve the flow of patients through diagnostic pathways, to provide timely diagnoses and ensure patients are treated quickly. Intelligent Automation can be implemented to optimise all aspects of diagnostic pathways, and as such, organisations across the NHS are turning to it to automate routine administrative tasks, that significantly enhance productivity and allow clinicians to spend more time diagnosing and treating patients.

Patient data often needs to be transferred between imaging systems and electronic health records; automation can support with the integration between existing systems, ensuring patient data is updated accurately, and in a timely manner. Intelligent Automation is also being used to track patients through their diagnostic pathways – this maximises capacity, guarantees that patients are only seen with a complete clinical diagnostic picture, and avoids unnecessary delays.

Use Cases:



Referral Management



Appointment Bookings



Waiting Time Breach Validation



Pathway Tracking



Diagnostic Test Requests



Patient Recall & Screening Reminders



DNA Management



Data Transfer Between Sites



Digital Workforce

Transforming Work – Beyond Productivity

Leveraging Intelligent Automation to transform patient care and deliver a better staff experience in the NHS.

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