

How the Trust unlocked £731k savings and 200+ TVN hours in one year



Chelsea and Westminster Hospital
NHS Foundation Trust

The challenge: The bottleneck of manual triage

Chelsea and Westminster Hospital NHS Foundation Trust serves over **1.5 million people**. With a surgery performed every **17 minutes**, the burden of manual triage and unclear patient statuses created heavy operational strain.

The team identified several critical bottlenecks:

- **Manual assessments:** Mandatory face-to-face checks for every patient blocked clinic space needed for complex cases.
- **Legacy waiting lists:** Lists were cluttered with patients who no longer needed surgery, making it hard to see true demand.
- **Underutilised theatres:** Last-minute cancellations often left operating theatres unused.
- **Admin burden:** Growing demand led to an unsustainable manual workload for clinical and nursing teams.

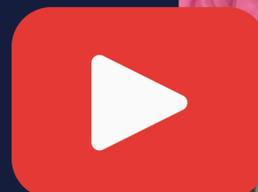
The solution: Embracing digital pathways

The Trust partnered with Isla to build digital pathways that easily integrated with their existing NHS systems. Our platform handles the routine tasks, so teams can focus on patient care.

Moving from manual to digital pathways:

- **Automated Pre-Operative Assessment (POA):** Patients complete questionnaires at home via secure link. There's no need for apps or logins.
- **Smart triage:** Isla tags responses and gives patients 'Green-light' status (go forward for surgery) or flags complex cases for clinical review, ensuring time is given to patients that need it most.
- **Short-notice readiness:** Patients available for surgery within 24-48 hours are brought in to fill last-minute gaps.
- **Automated follow-up:** Secure image gathering monitors patient recovery remotely.

Case study:
Chelsea and
Westminster
Hospital NHS
Foundation Trust



The impact: Scaling from pilot to multi-specialty adoption

By switching from manual to automated digital pathways, Chelsea and Westminster reclaimed time for teams to focus on patient care.

Nursing productivity and specialist care



£572,900

projected saving across 25 wards in reclaimed nurses time.



£3,978

annual value of reclaimed time saved per individual nurse.



14 minutes

Wound care: Direct image uploads cut each review from 17 minutes down to just 3 minutes.



5 minutes

Dermatology: Nurses save 5 minutes per follow-up by reviewing photos before the consultation.



2.5–5 hours

Ward management: Ward Managers and Matrons reclaimed 2.5–5 hours weekly, from admin and managing physical cameras.



200+ hours

Tissue viability: Teams saved 200+ hours per year.



We have implemented Isla as our remote monitoring solution across a huge range of specialties, delivering benefits for our patients as well as saving time and money - all with excellent feedback from clinicians.



Bruno Botelho, Director for Digital Operations and Innovation and Northwest London Programme Director for the FDP



Financial and operational success



£731,852

total efficiency savings across 12 specialties.



17,000+

patients safely removed from waiting lists.



57%

reduction in on-the-day cancellations.



135+ hours

clinical hours recovered from manual triage.

Patient experience and sustainability



92%

Patient satisfaction: Users found the platform simple and clear.



180

unnecessary face-to-face appointments avoided, saving patients an average of **10 miles** of travel and **1.6 tonnes** of CO2.



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Scaling for the future

Chelsea and Westminster proves that you can meet national priorities while seeing a return on investment within 12 months. Success in elective surgery has led to 25 specialties at the Trust adopting Isla, including: **Burns, Dermatology, Pain Management, Maternity, Physiotherapy and PSA.**

[Read the case study.](#)