



Highlights from the DPP brochure

Boosting clinical capacity with digital pathways





Foreword

Every day across the NHS, care teams go the extra mile. They stay late, cover gaps, and find workarounds for systems that no longer work for them. The dedication is there, but dedication alone can't undo the delays. Time disappears into admin, duplicated work, and disconnected tools. Hours that should belong to patients are swallowed by process.

This isn't about effort or intent. It's about processes that haven't kept pace with the realities of modern care. Too many services still depend on face-to-face appointments, manual follow-ups, and siloed information. As the pressure builds, it gets harder to deliver timely, joined-up care, and harder for clinicians to protect time for complex decisions.

Digital pathways offer a way through. By capturing structured information remotely, enabling secure asynchronous communication, and automating predictable steps like triage or monitoring, they make care more consistent, efficient, and scalable, without sacrificing safety or human connection. The aim isn't to replace clinical touch-points, but to strip away friction so time flows back to care.

That's why we built Isla's Digital Pathway Platform (DPP), the first solution designed specifically for complete, end-to-end digital care. Developed in close partnership with NHS teams, DPP is now used across more than 30 organisations and 200 clinical pathways, helping services deliver more joined-up care from triage through to recovery. In some pathways, average wait times have fallen and patient throughput has surged by nearly 400%, real, measurable impact.

This isn't about adding another layer of technology. It's about making the systems we already have work better: for patients, for clinicians, and for the wider health service. Whether you're leading service redesign, digital transformation, or clinical strategy, this guide offers practical insights on how digital pathways can unlock capacity, reduce delays, and return valuable time to care. Together, we can make care simpler, safer, and more sustainable.

Peter Hansell
CEO and Co-founder of Isla Health

James Jurkiewicz
CTO and Co-founder of Isla Health



Meet Isla

The first purpose-built Digital Pathway Platform (DPP) for healthcare providers that turns repetitive clinical tasks into intelligent, scalable workflows, proven to boost productivity, capacity, and patient flow.



Picture going from disjointed pathways, endless duplication, and burnt-out teams drowning in paperwork to joined-up care, where information flows effortlessly, routine tasks happen automatically, and clinical time is protected. From patients frustrated by long waits and unnecessary appointments to faster answers, fewer delays, and care that fits around real lives. That's the difference the Digital Pathway Platform makes. DPP isn't a replacement, it's the vital layer of technology that helps everything & everyone work better together.



Powering more than **40 clinical specialties** and 200 pathways across Acute & Community settings



Over 4 million submissions have been made through Isla, that's one every three minutes



Certified B Corp and aligned with sustainable healthcare delivery



Co-developed with patients, clinicians, and trust leaders

36%

of face-to-face visits avoided

75%

Same-day descalsations

85%

faster referral to treatment (RTT)

3.8x

More clinic capacity

See the impact



Trusted by 40+ NHS organisations and healthcare systems worldwide



Referrals

Avoid unnecessary referrals

All primary care & secondary care referrals

Triage into services



Waiting lists

Preoperative care

Active waiting

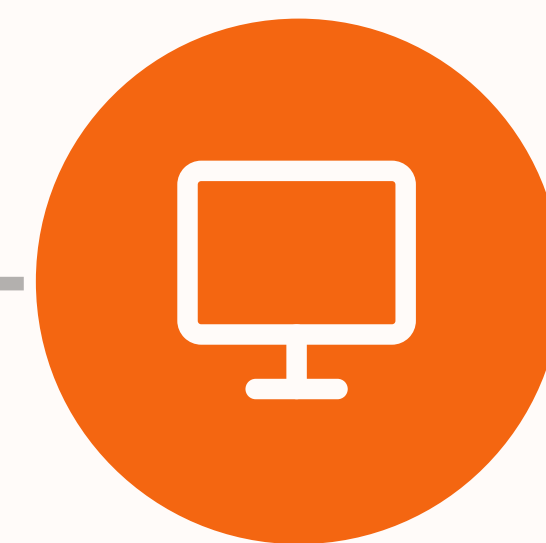
Waiting list validation



Clinics

Pre-clinic assessment

Collection of data in clinic and MDT (Multi-disciplinary teams)



Surveillance

Postoperative surveillance

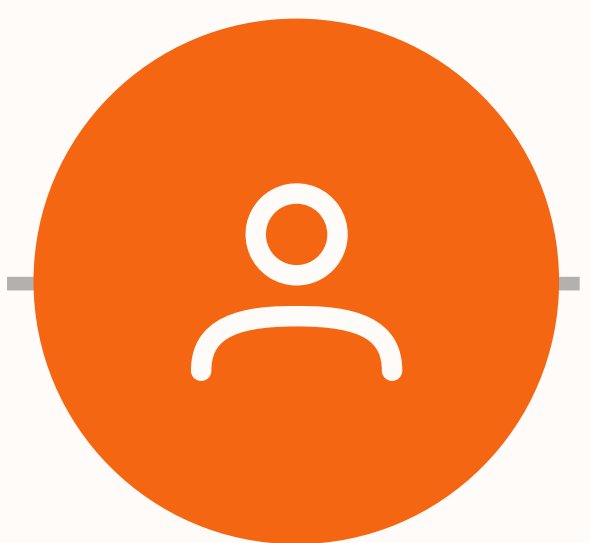
Post clinic monitoring



Care in the community

Community visits

Care homes



Supported self-care

PIFU (Patient-initiated follow-up)

CIFU (Clinician-initiated follow-up)



From the frontline, for the frontline: designed by clinicians who get it

Isla's Digital Pathway Platform (DPP) has been built to be configurable at the service level. That means clinical teams can decide what information they need and how it's presented, helping care feel seamless and intuitive.



Triage: From data gaps to clarity

Automate routine data capture and collect complete patient information up front. This reduces admin and gives clinicians what they need to decide quickly and confidently.



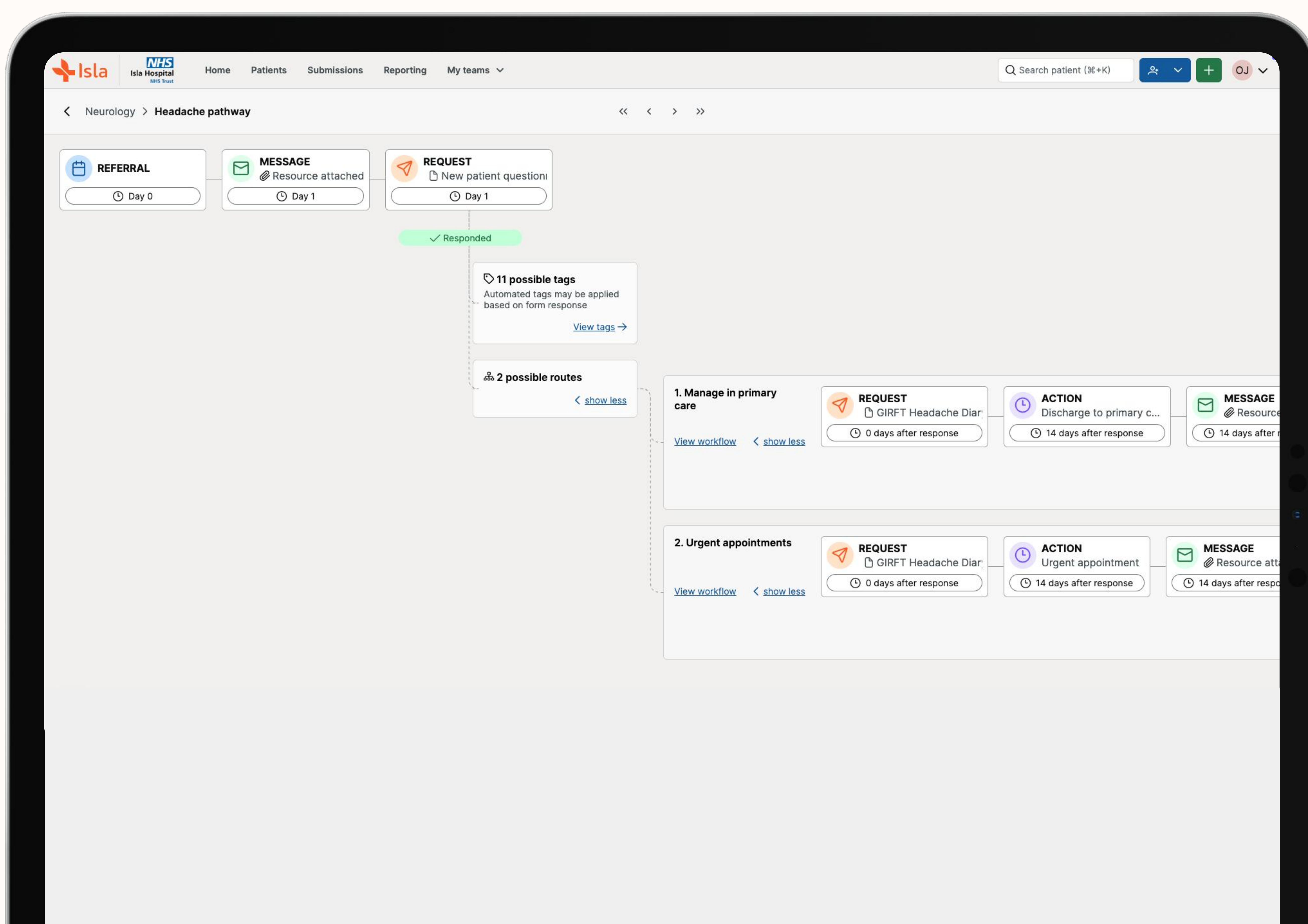
Treatment: From chaos to control

Streamline pre-op and follow-up care. Tools like PIFU (Patient-Initiated-Follow-Up) keep patients engaged and help teams focus on cases that need direct intervention.



Monitoring: From oversight to insight

Enable remote check-ins and routine surveillance. Automatically flag risks while supporting patient self-management, so more people can be safely cared for, at scale.



Connect everything. Simplify everything.



Integrates with all major EPRs,
including Epic, Cerner, and SystemOne



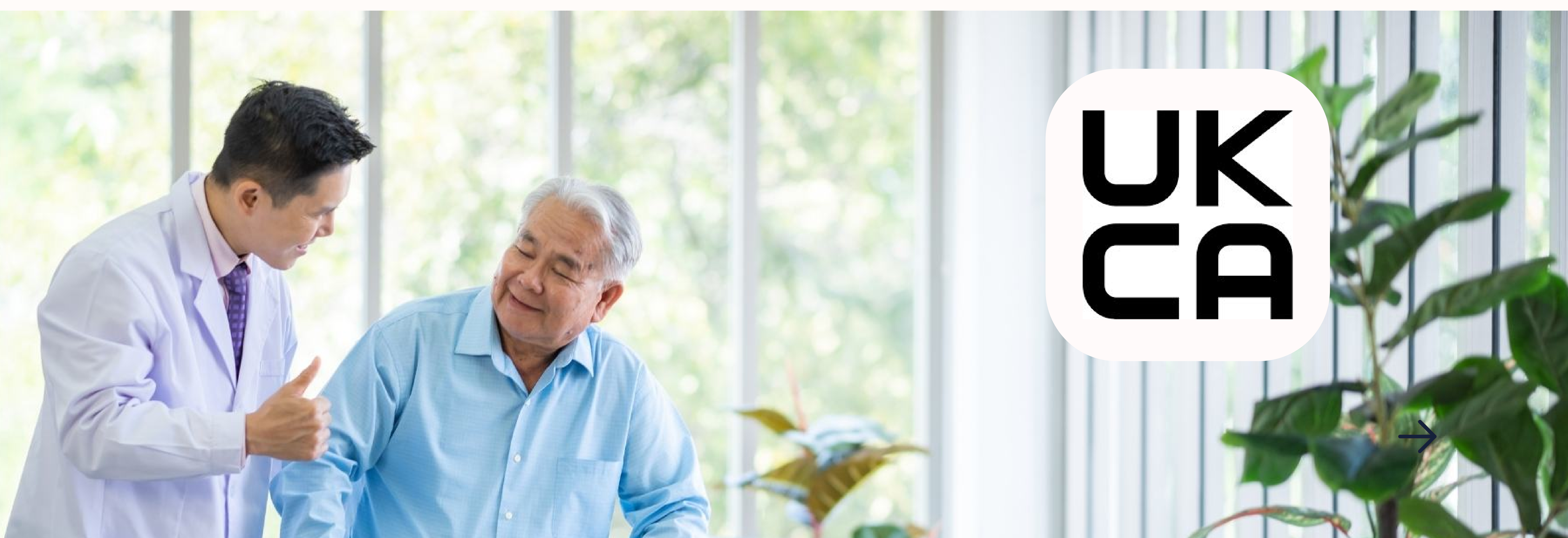
As a UKCA-marked Class I medical device, Isla brings together the
information clinical teams need to manage each patient's care and
guide what happens next.



No downloads or logins for patients, just secure links via
SMS or email APIs and FHIR ready for real-time data exchange



Meets NHS standards for accessibility,
information governance, and clinical safety



Designed to fit any clinical pathway

Community


3.8x

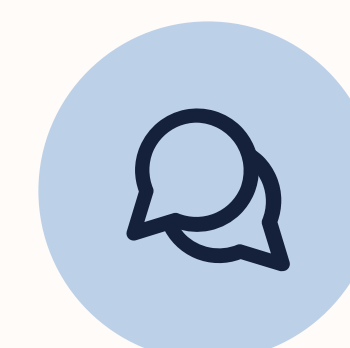
Faster wound reviews free up 5.4% of TVNs' time


86,000+

hours saved per year in community care


75%

de-escalation of demand from SOS to planned intervention


100%

shift to paperless communications



Autism Spectrum Disorder

Children's Services

Community Stroke

Community Nursing

Dietetics

Dysphagia

Lymphodema

Speech and Language Therapy

Physiotherapy

MSK Physiotherapy

Occupational Therapy

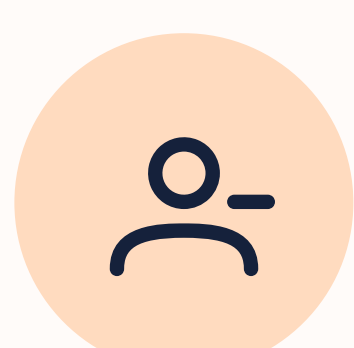
Podiatry

Epilepsy

Stroke Rehabilitation

Tissue Viability Nursing

Acute


17,000+

patients safely removed from the waiting list within 10 months


8x

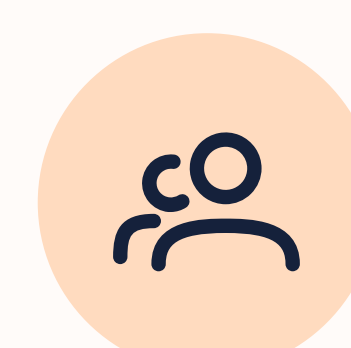
less likely for patients to need surgical re-operation of a wound


43%

reduction in SSIs (surgical site infections)


87%

reduction in waiting lists for urgent skin cancer referrals


50%

reduction in primary care visits for SSI post-operative monitoring

Allergy and Immunology

Audiology

Cardiac Surgery

Colorectal

Craniofacial

C-section

Burns

Dermatology

Endocrinology

ENT

Epilepsy

Gender affirmation

Genetics

MSK

Neurology

Occupational Therapy

Ophthalmology

Oral and Maxillofacial Surgery

Pain Management

Plastics

Rheumatology

Sexual Health

Surgery

Surgical Site Surveillance

Urology



What teams and patients are saying

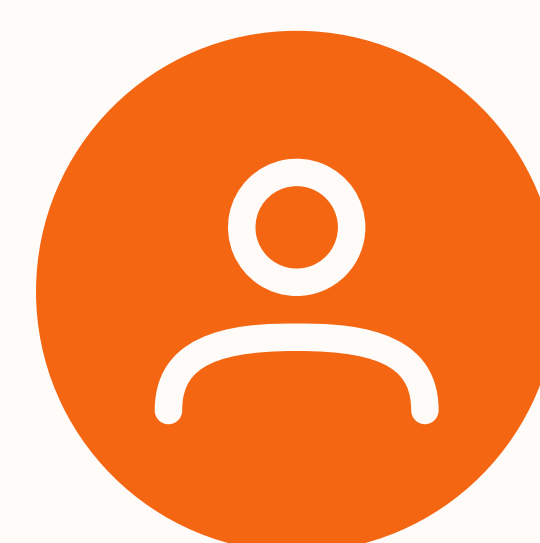
Patients



“

I'm 67 and a bit of a technophobe, but I found the submission easy to use!

Patient feedback



“

It's so reassuring to have someone check in on your progress after you have been discharged from the hospital. I wish I had these check-ins with regards to other aspects of my recovery.

Patient feedback



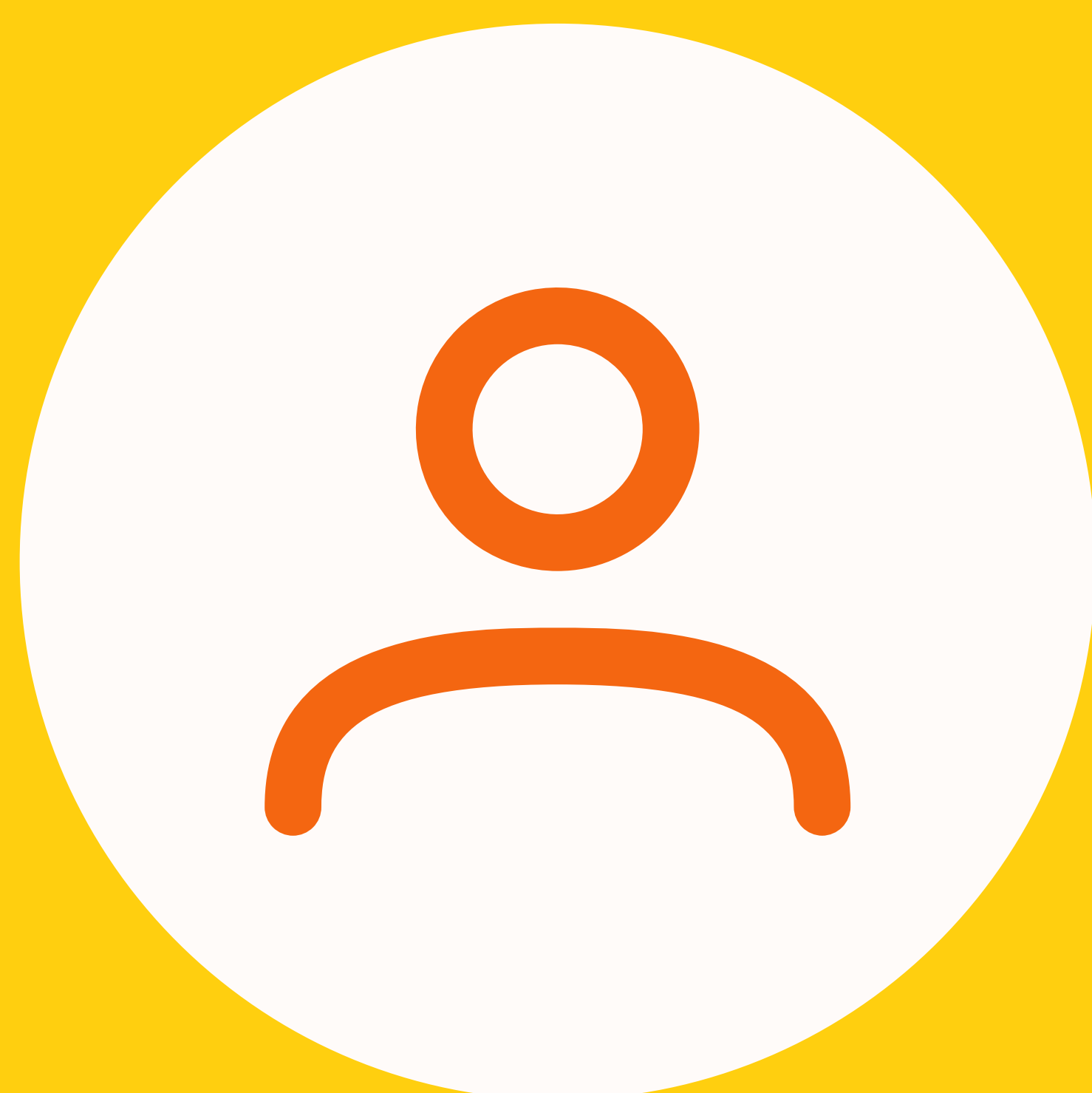
“

It gives me a chance to answer without feeling judged or panicking about the answers and going blank.

Patient feedback



“



Brilliant - much better than sitting in a hospital waiting area and using up valuable NHS resources/staff when it is so much more convenient to complete the forms this way.

Patient feedback



Healthcare leaders



“

Using technology to help our families lead more normal lives is one of our key goals; the partnership with Isla Health has been fantastic in exploring the future of remote care.

Iain Hennessey
Clinical Director & Co-founder



“

We ended up with so much enthusiasm for Isla that it almost became difficult for us to manage internally as a digital team because everybody wanted it. Which is fantastic, and sometimes the opposite of what we have with digital solutions.

Leila Brown
Associate Director,
Digital Transformation



Case study:
see what's possible

“



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

Bruno Botelho
Deputy COO and
Director of Digital Operations



Let's make care simpler, together

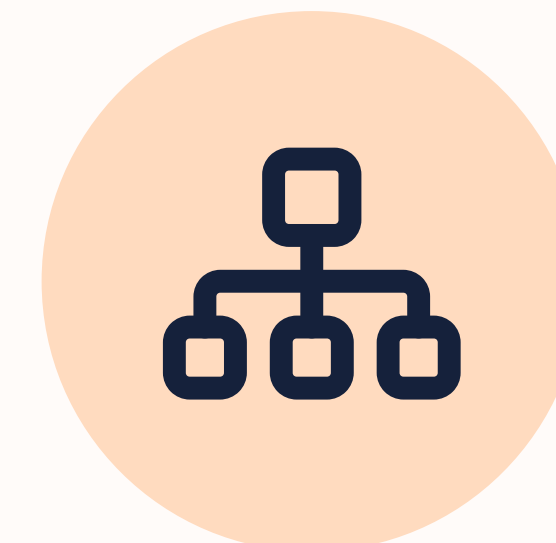
Whether you're exploring options or ready to act, we'll meet you where you are. There's no sales pressure, just a chance to see how digital pathways are already making a difference across the NHS.



Talk to a clinician or digital lead already using DPP. Learn what's worked, and what they'd do differently.



Join a live demo tailored to your setting. See how digital pathways could work in your service.



Test Isla in one part of your service. We'll support you with setup, training, and governance from day one.

[See how Isla works](#)



Our impact guarantee: If it's not working, we won't charge

If you don't see a return within 12 months of go-live, we pause billing until you do.

We know digital transformation often promises more than it delivers, and the stakes are high. That's why we've designed Isla to drive measurable impact, quickly and sustainably. Our ROI guarantee reflects the confidence we have in our platform and in the clinical teams we partner with.

92%

patient recommendation rate

0%

customer churn

100%

cash-positive rollouts

300-400% ROI

per project

No charge

per for cloud storage

Unlimited users

no charges per license





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