



# Highlights from the DPP brochure

Boosting clinical capacity with digital pathways





# Foreword

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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.



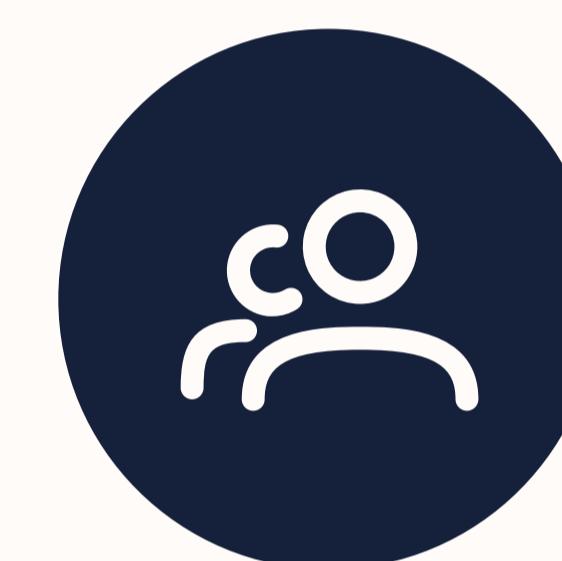
Powering more than 40 clinical specialties and 200 pathways across Acute & Community settings



Over 3 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 escalations

**85%**

faster referral to treatment (RTT)

**3.8x**

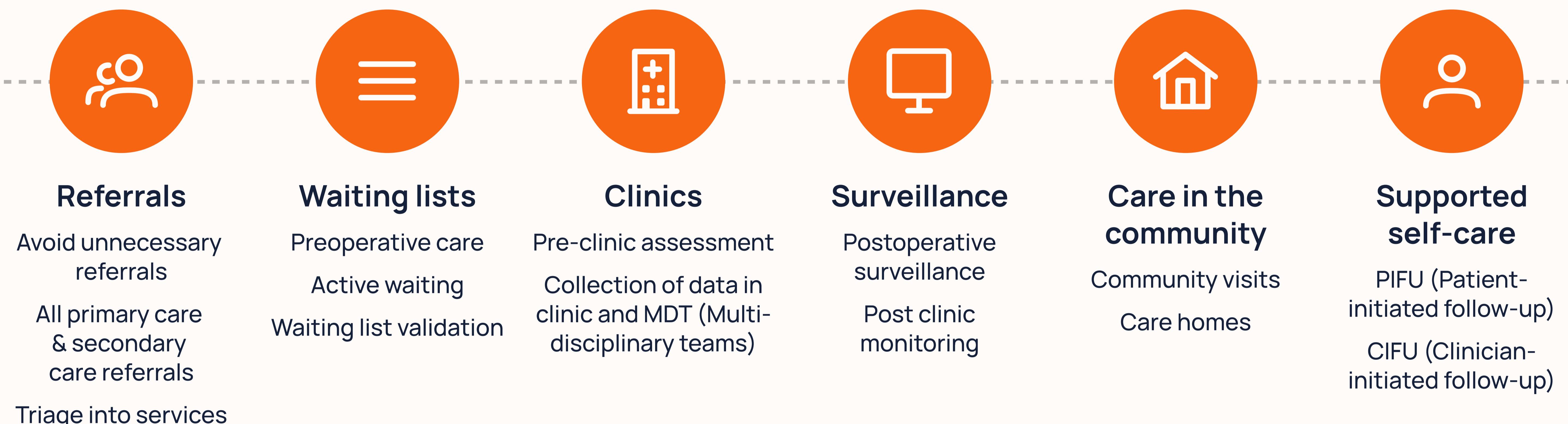
More clinic capacity

**See the impact**



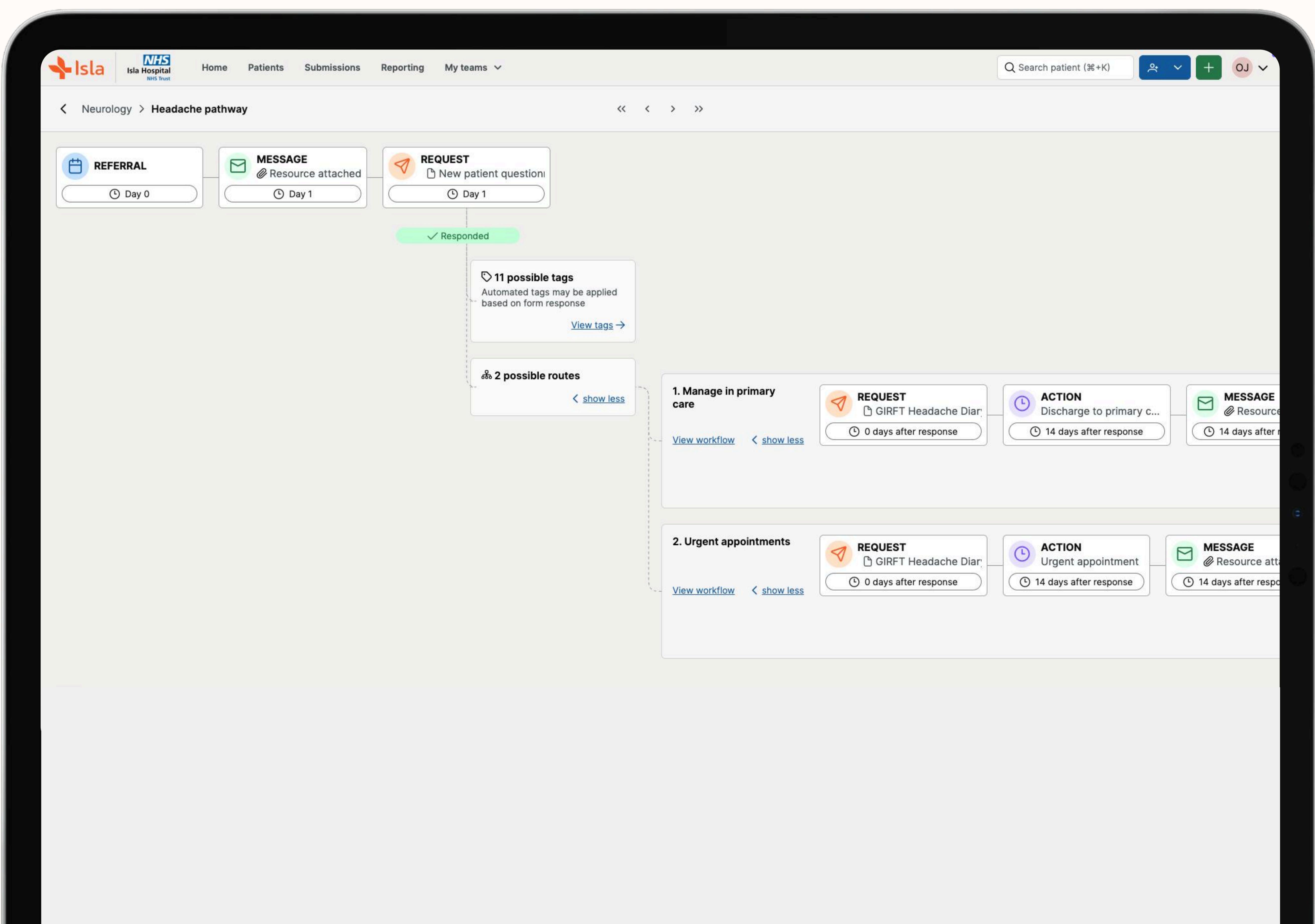
# Trusted by 40+ NHS organisations and healthcare systems worldwide

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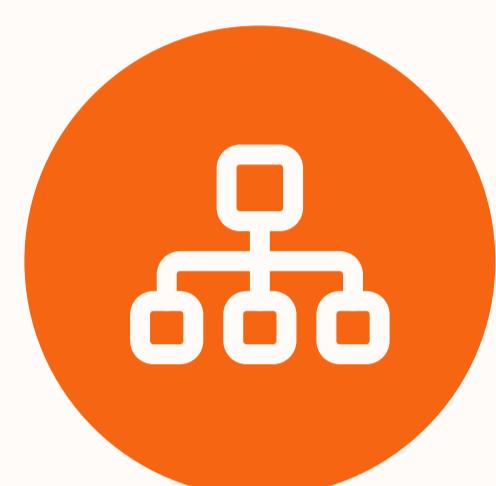


# From the frontline, for the frontline: designed by clinicians who get it

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.



# Connect everything. Simplify everything.



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

**NHS**  
Federated Data Platform

**Palantir**

**Epic**



**MEDITECH**

**ORACLE**

 NHSmail  
better connected, better care

 Allscripts®

 System C  
Connected Care

 Cerner

 tpp

 NHS  
ESR

 CanRisk

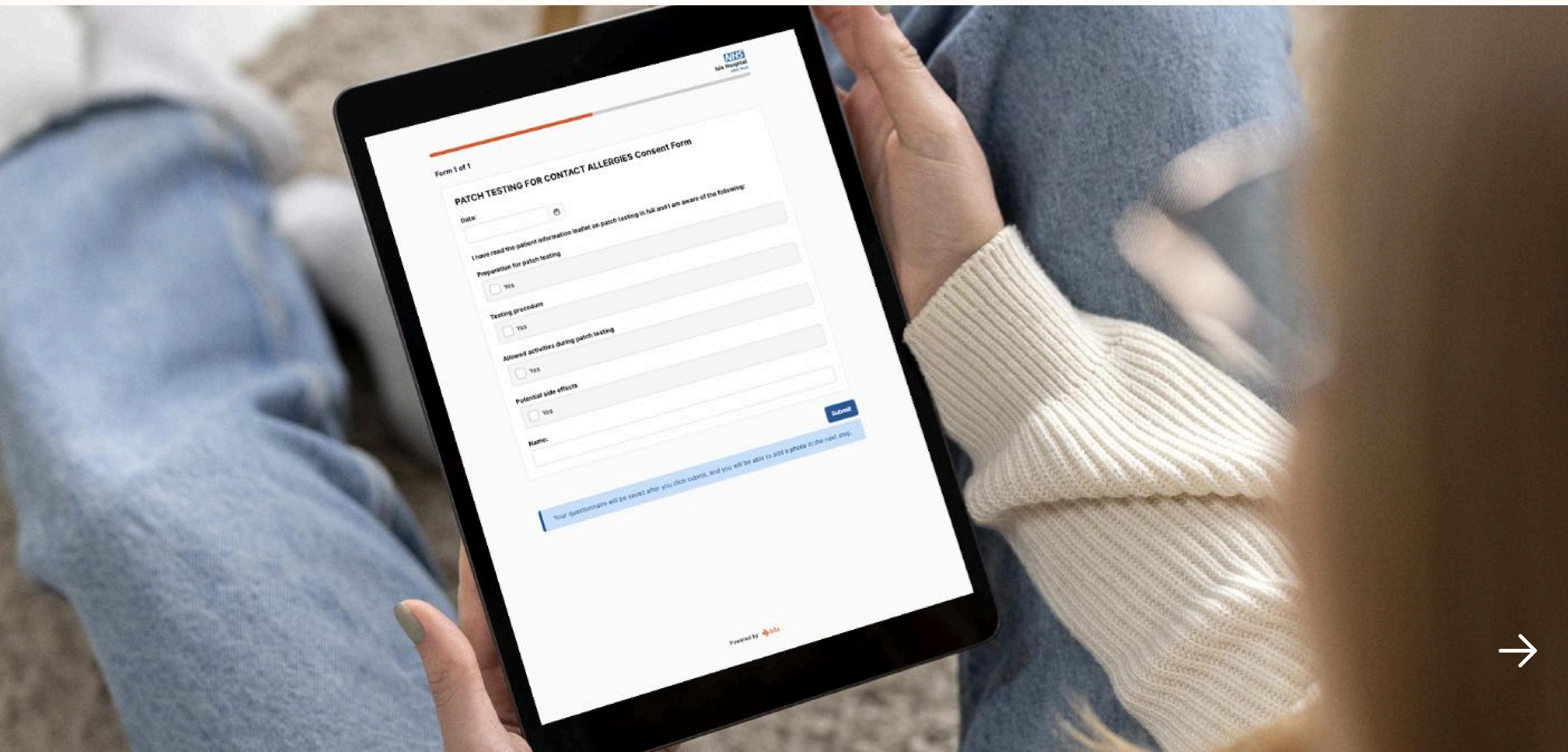
 access  
Rio EPR



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



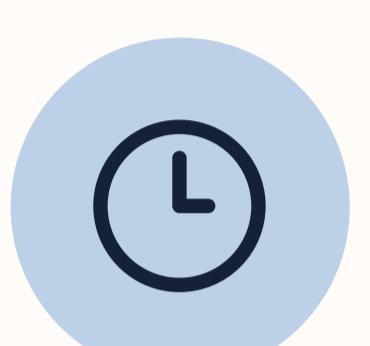
# Designed to fit any clinical pathway

## Community



**3.8x**

Faster wound reviews free up 5.4% of TVNs' time



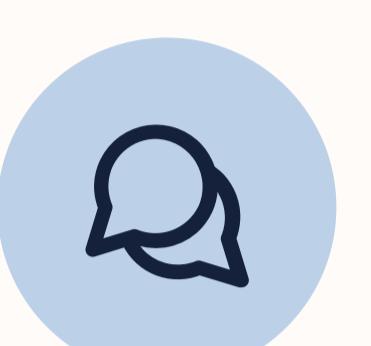
**86,000+**

hours saved per year in community care



**75%**

de-escalation of demand from SOS to planned intervention



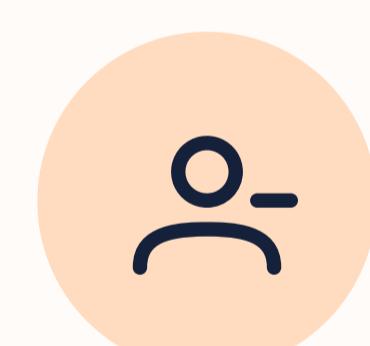
**100%**

shift to paperless communications



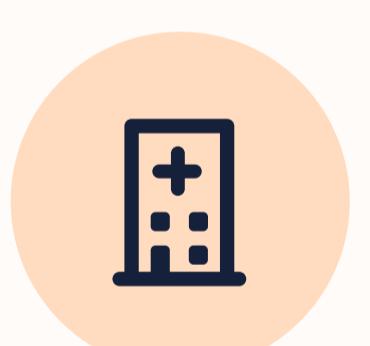
Autism Spectrum Disorder	Children's Services	Community Stroke	Community Nursing	Dietetics
Dysphagia	Lymphodema	Speech and Language Therapy	Physiotherapy	MSK Physiotherapy
Occupational Therapy	Podiatry	Epilepsy	Stroke Rehabilitation	Tissue Viability Nursing

## Acute



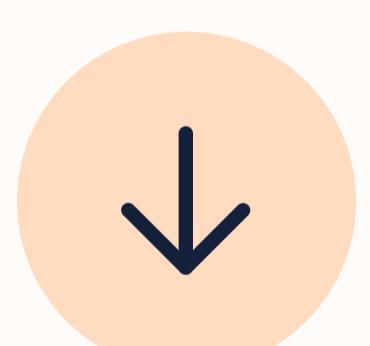
**17,000+**

patients safely removed from the waiting list within 10 months



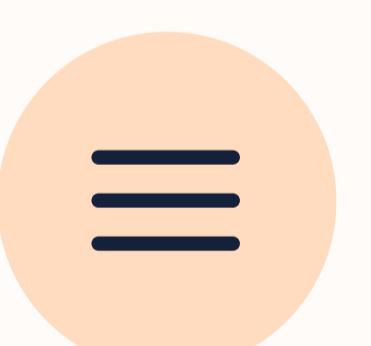
**8x**

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



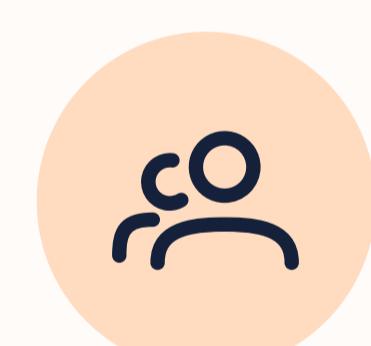
**43%**

reduction in SSIs (surgical site infections)



**87%**

reduction in waiting lists for urgent skin cancer referrals



**50%**

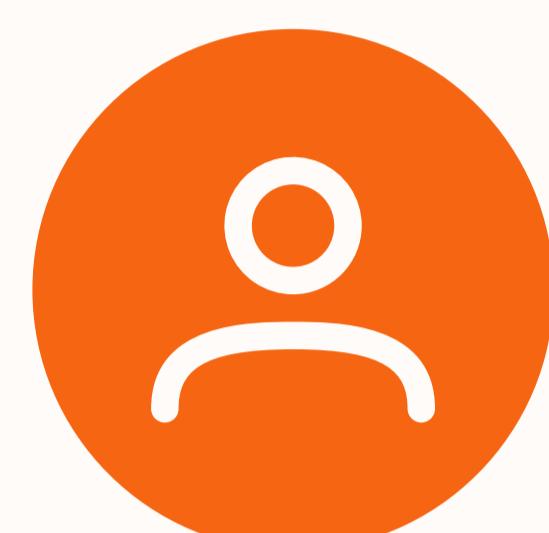
reduction in primary care visits for SSI post-operative monitoring

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



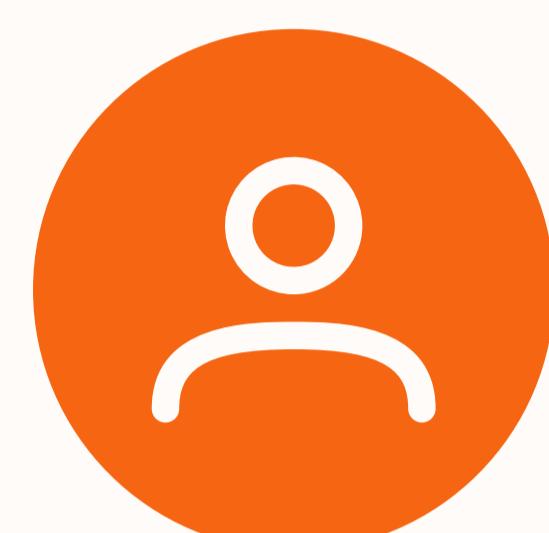
# What teams and patients are saying

## Patients



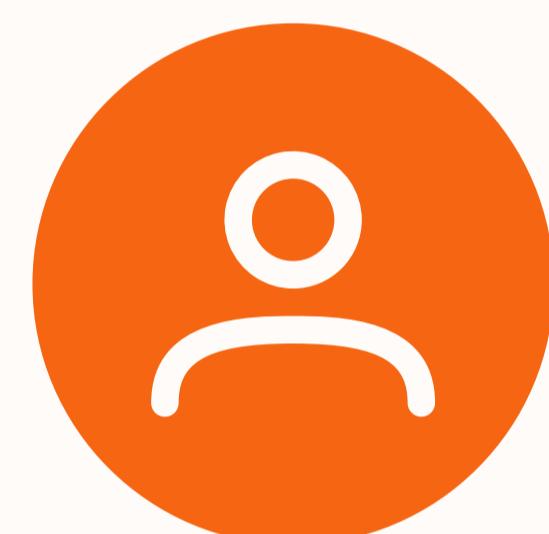
“ I'm 67 and a bit of a technophobe, but I found the submission easy to use! ”

Patient feedback



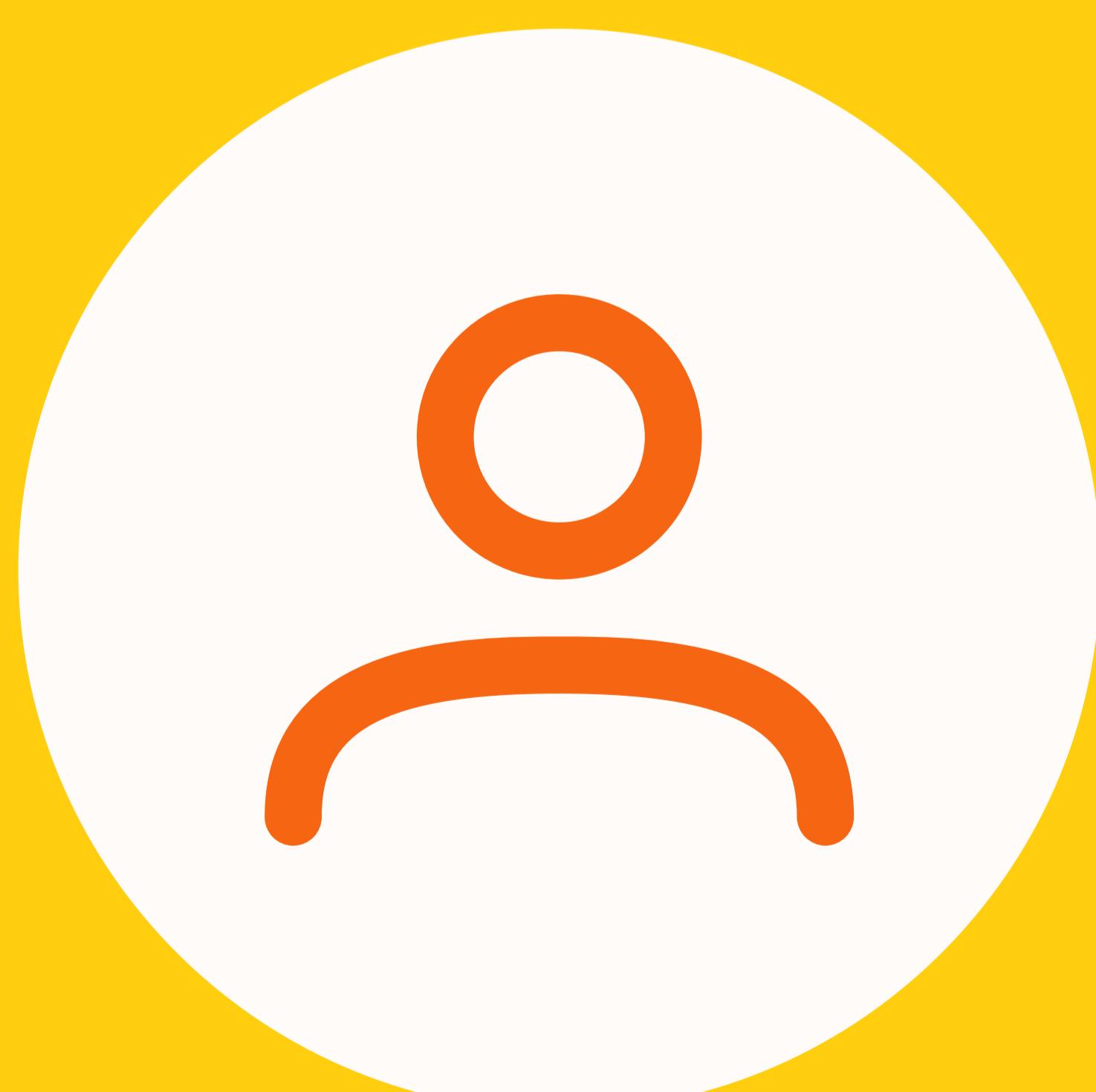
“ It's so reassuring to have someone check in on your progress after you have been discharged from the hospital. I wish I had these check-ins with regards to other aspects of my recovery. ”

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

**NHS**  
Alder Hey Children's  
NHS Foundation Trust

“



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

**NHS**  
Alder Hey Children's  
NHS Foundation Trust



**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.

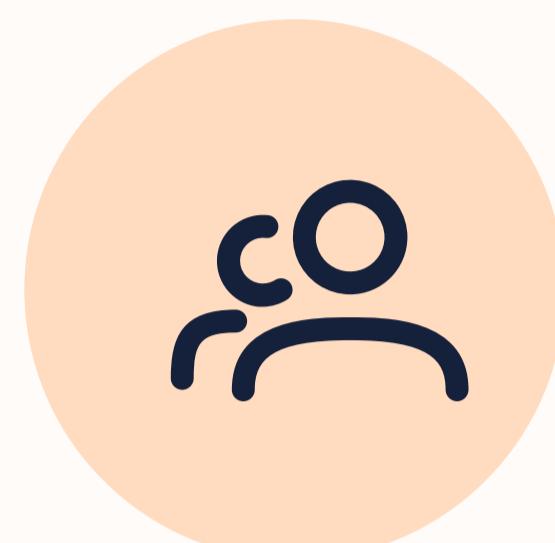
**Bruno Botelho**  
Deputy COO and  
Director of Digital Operations

**NHS**  
Chelsea and Westminster Hospital  
NHS Foundation Trust

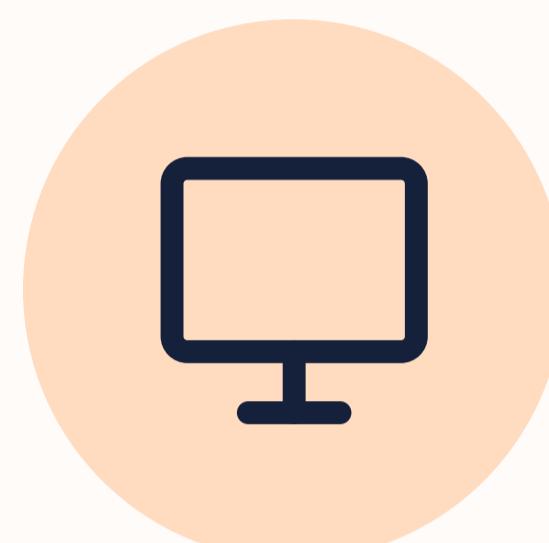


# Let's make care simpler, together

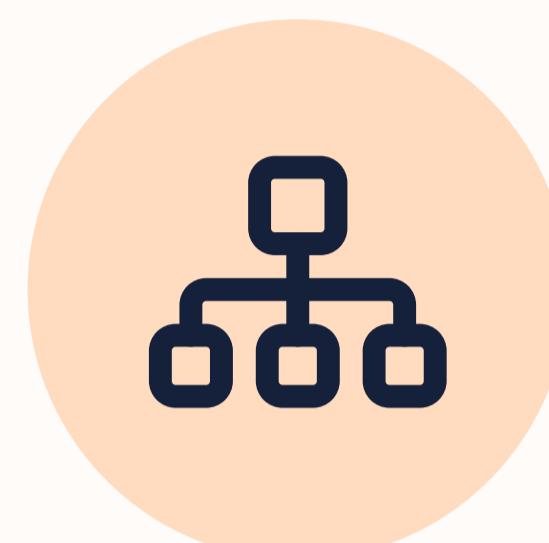
Whether you're exploring options or ready to act, we'll meet you where you are. There's no sales pressure, just a chance to see how digital pathways are already making a difference across the NHS.



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

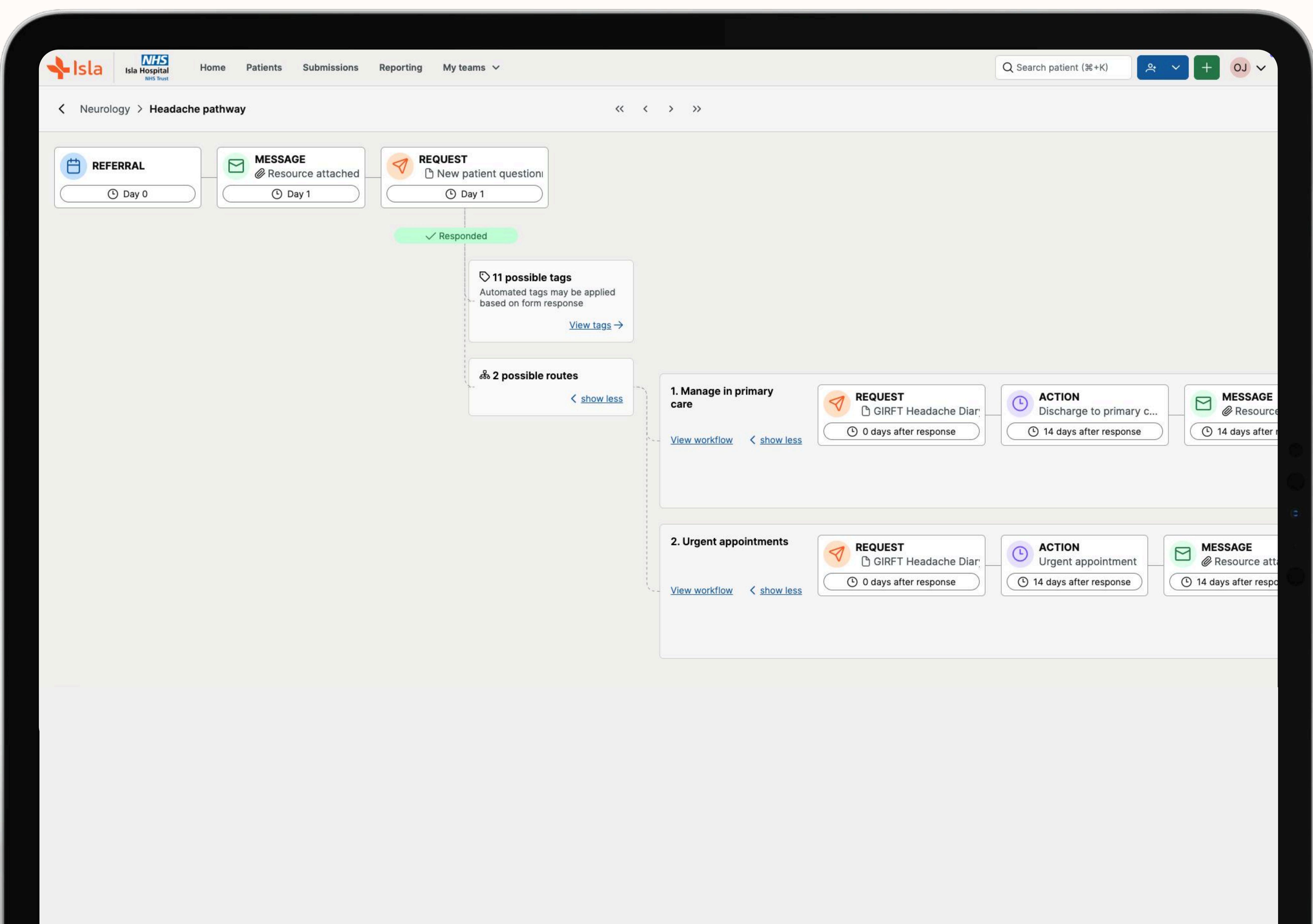
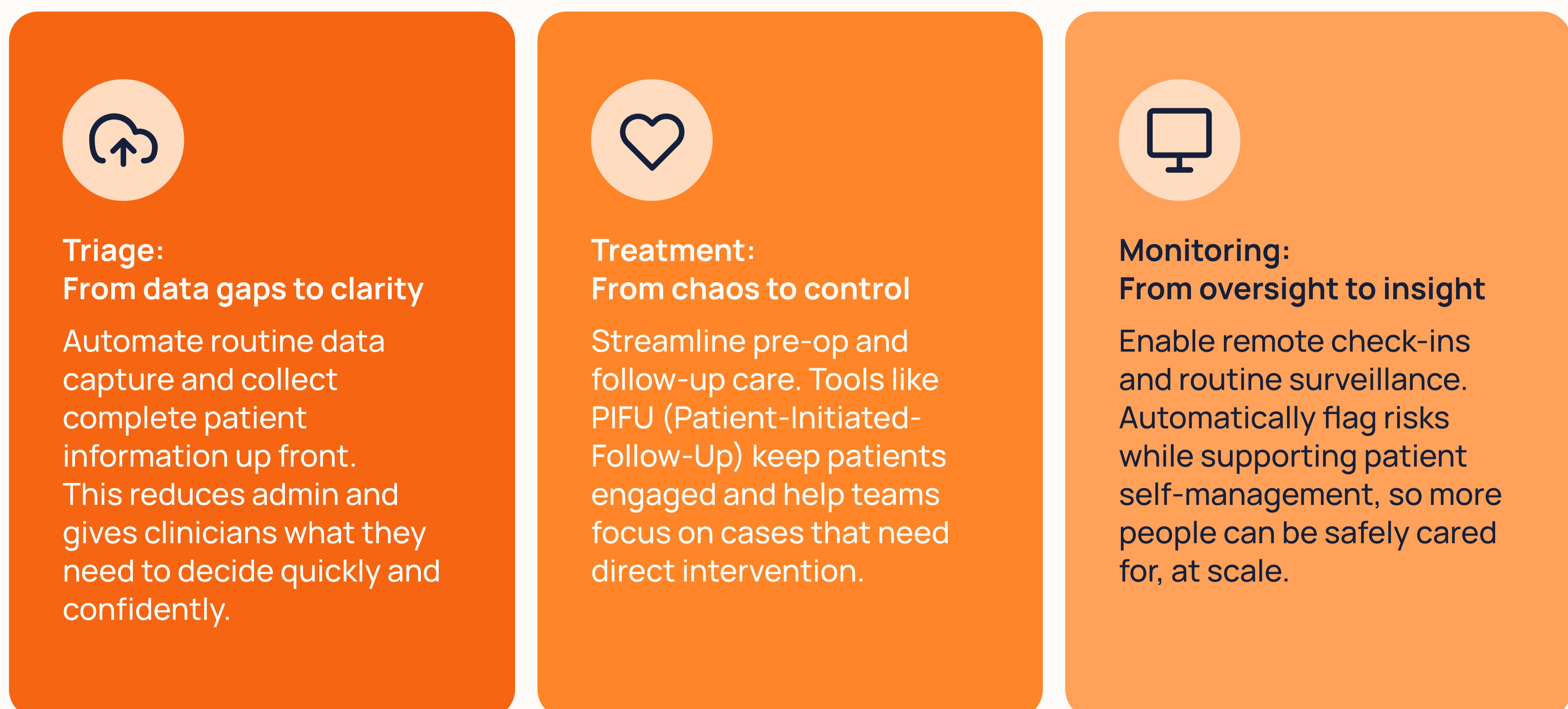




Isla Health, Industrious, 131 Finsbury Pavement,  
London, Greater London EC2A 1NT, United Kingdom

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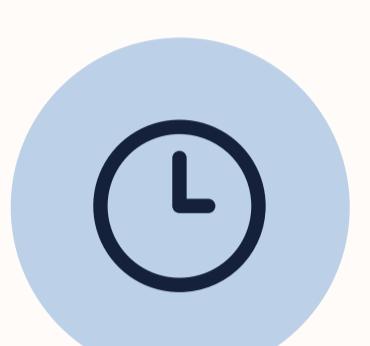


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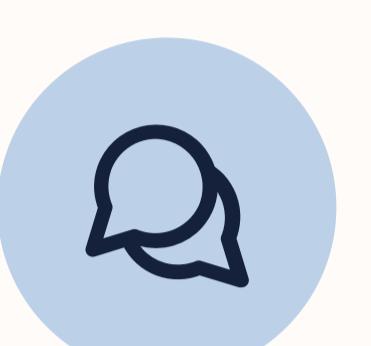
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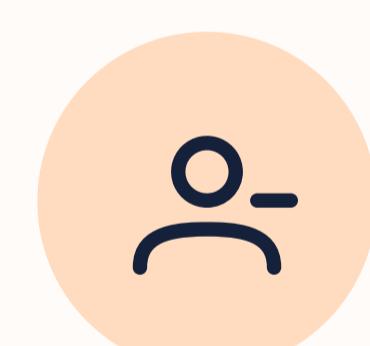

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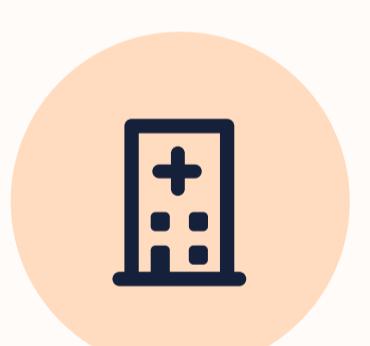


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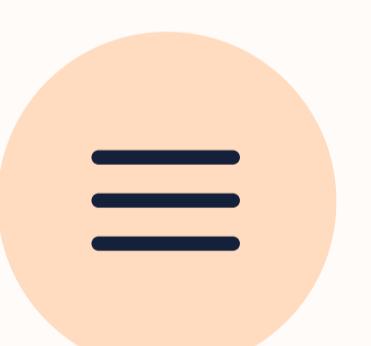
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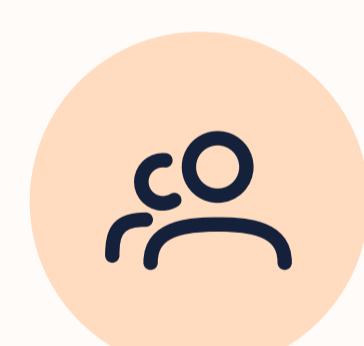
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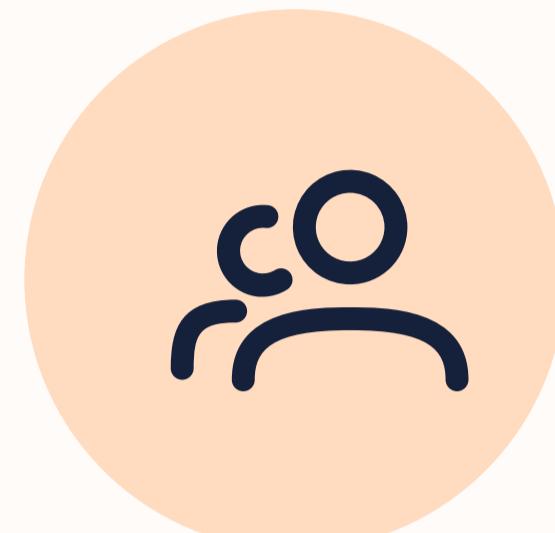
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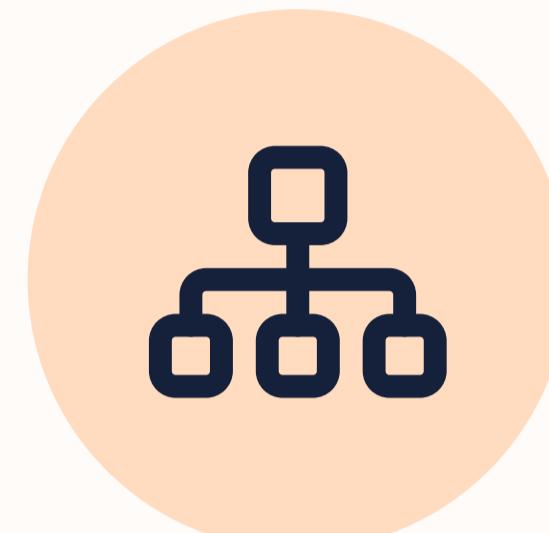
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