Isla

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 descalations

85%
faster referral to treatment (RTT)

3.8x
More clinic capacity



See the impact

Isla

Digital Pathway Platform

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)

North West

- NHS Alder Hey Children's NHS Foundation Trust
- NHS Mid Cheshire Hospitals NHS Foundation Trust
- NHS Liverpool Heart and Chest Hospital NHS Foundation Trust
- NHS Wirral Community Health and Care NHS Foundation Trust

Republic of Ireland

- The Coombe Hospital
- The Rotunda Hospital

West Midlands

- NHS George Eliot Hospital NHS Trust
- NHS Birmingham Community Healthcare NHS Foundation Trust
- St. Michael's Dermatology Clinic - Shrewsbury
- NHS South Warwickshire University NHS Foundation Trust
- NHS Sandwell and West Birmingham NHS Trust
- NHS Worcestershire Acute Hospitals NHS Trust

South West

- NHS Royal Cornwall Hospitals NHS Trust
- Sirona care & health

London

- BSGE
- NHS Croydon Health Services NHS Trust
- NHS Imperial College Healthcare NHS Trust
- NHS Central London Community Healthcare NHS Trust
- DMC
- NHS Homerton Healthcare NHS Foundation Trust
- NHS Chelsea and Westminster Hospital NHS Foundation Trust
- Evelina London Children's Healthcare
- NHS London North West University Healthcare NHS Trust
- NHS Royal Brompton & Harefield NHS Foundation Trust
- City and Hackney Integrated Primary Care
- Patient First Social Enterprise (PFSE) — Patient services in the community
- NHS Guy's and St Thomas' NHS Foundation Trust
- NHS Whittington Health NHS Trust



North East & Cumbria

- NHS County Durham and Darlington NHS Foundation Trust
- NHS South Tyneside and Sunderland NHS Foundation Trust

The Caribbean

- Eastern Regional Health Authority

Yorkshire & Humber

- NHS Harrogate and District NHS Foundation Trust
- NHS Humber Health Partnership

East Midlands

- NHS Kettering General Hospital NHS Foundation Trust
- NHS Nottingham University Hospitals NHS Trust
- NHS Leicestershire Partnership NHS Trust
- NHS Nottinghamshire Healthcare NHS Foundation Trust
- NHS Lincolnshire Community Health Services NHS Trust
- NHS University Hospitals of Derby and Burton NHS Foundation Trust
- NHS Northampton General Hospital NHS Trust
- NHS University Hospitals of Leicester NHS Foundation Trust
- NHS Northamptonshire Healthcare NHS Foundation Trust

South East

- NHS Buckinghamshire Healthcare NHS Trust
- NHS University Hospitals Sussex NHS Foundation Trust
- NHS Medway NHS Foundation Trust
- NHS Epsom and St Helier University Hospitals NHS Trust
- gesh

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

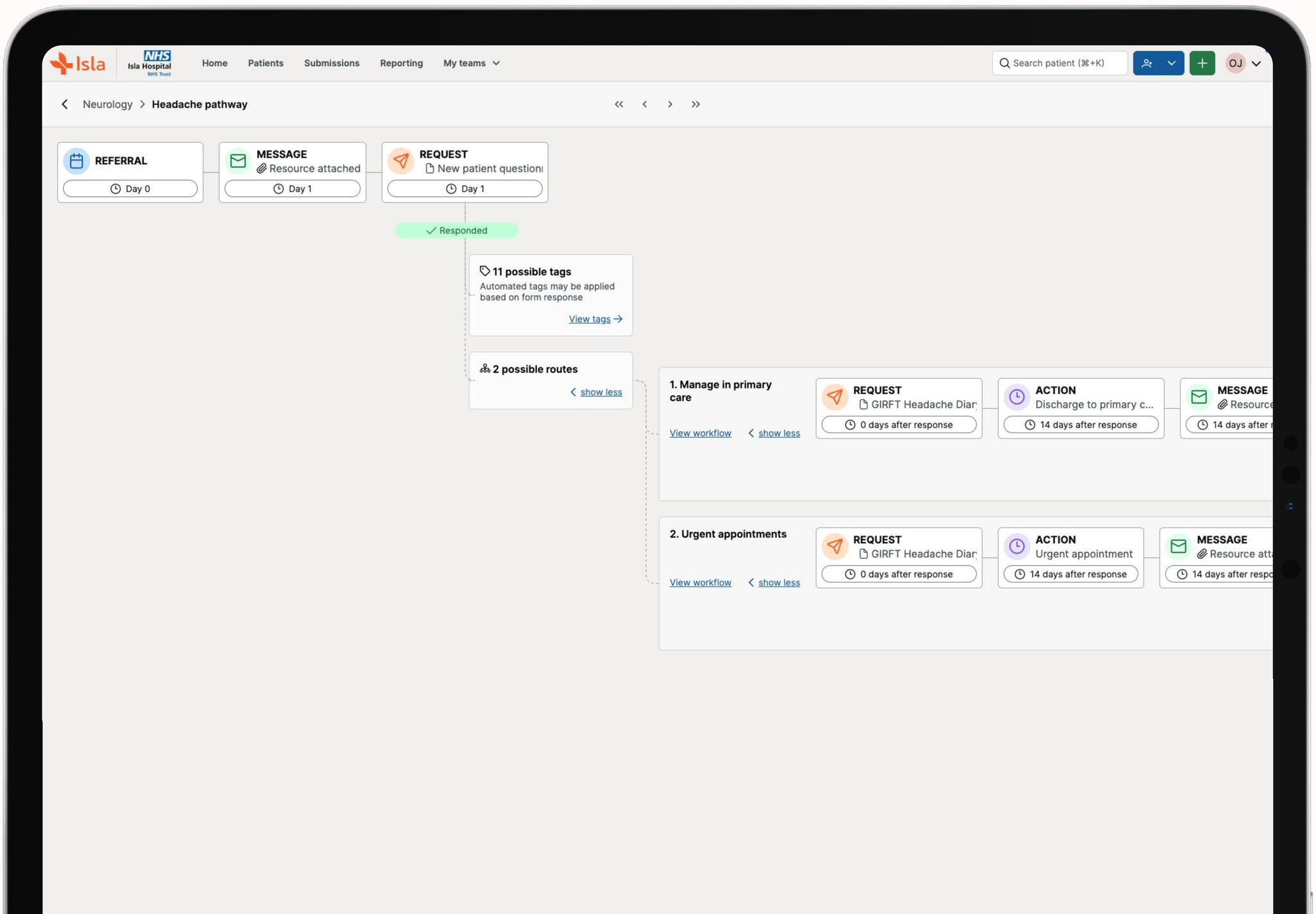
Automate routine data capture and collect complete patient information up front. This reduces admin and gives clinicians what they need to decide quickly and confidently.

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.



Isla

Digital Pathway Platform

Connect everything. Simplify everything.

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

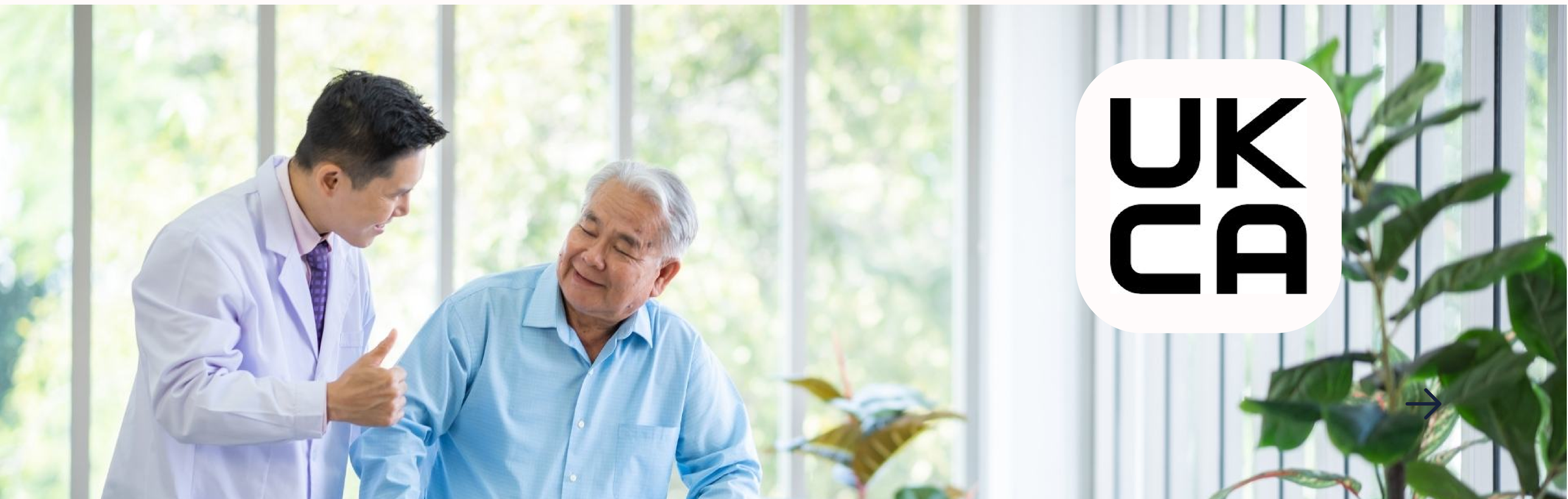
NHSmail better connected, better care · Allscripts · System C Connected Care · Cerner · tpp · CanRisk · access Rio EPR

NHS e-Referral Service · NHS App · NHS Federated Data Platform · Epic · EMIS Web ASSURED · MEDITECH · ORACLE Cerner · UKCA

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

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

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