

Nightingale Solution Service Definition Document

Nightingale Patient Pathway Automation solution is developed in collaboration with over 500 NHS Primary Care clinicians. It reflects and captures some of the best experience and needs of NHS Primary Care. The state of the art Nightingale automation solution, for the first time delivers spectacular results, in large scale Primary Care deployment for very large numbers of patients.

Nightingale delivers the next major health transformation today.

The LTC Challenge

In the UK alone 26 million patients live with Long-Term Conditions (LTCs) such as Asthma, Diabetes, CKD, CHD, COPD,...

Currently: The Process for managing patients with LTCs is

- Inefficient with unnecessary appointments
- Significant clinician time on admin work
- Suboptimal patient experience
- High costs

NHS Workload: People with long-term conditions are the largest users of health and social care services. They account for:

- 50% of all GP appointments
- 64% of Outpatient hospital appointments
- 70% of all hospital bed days
- 70% of the total health and social care spend

Nightingale Solution

Nightingale Automates Patient Pathway Management for patients with LTCs

Nightingale is jointly developed with one the largest NHS Primary Care Groups, designed to revolutionise patient access and Care Pathways

Its initial focus has been on transforming the longstanding challenge of the Call & Recall process for patients with Long-Term Conditions (LTCs). This has been a key objective for the NHS for many years, and with Nightingale, it is now achievable.

By automating patient pathways, Nightingale enables GP practices to better manage demand while providing patients with faster, easier access to care

2025 LTCs: Asthma, Diabetes, Chronic Kidney Disease, Vascular including Chronic Heart Disease, COPD and Hypertension

In 2026 additional LTCS will be automated

Reduces load on Secondary care by prioritising At Risk patients

The impact of Nightingale's automation is both immediate and measurable:

- **53% reduction** in the number of clinical appointments required, freeing up GP and nurse time for complex cases.
- **91% reduction** in the number of calls to practices and admin workload, significantly easing pressure on admin teams.
- **34% faster access to care**, with patients receiving quicker responses and resolution.
- **80% digital channel uptake** among patients, demonstrating strong engagement and usability.
- **58% increase in participation of patients under 25 years old**, addressing one of the key objectives of the primary care group
- **Improved patient satisfaction**, particularly among those with LTCs, who reported easier access and more timely support.
- **Reduced health outcome inequalities**, Nightingale application addresses health outcome inequalities by providing a uniform and high-quality digital access to all communities.

The Key Elements of Nightingale

Nightingale LTC Process Engine

Nightingale Process Engine Encapsulates the complex interaction model that underpins the patient pathways for each LTC and for each patient cohort.

For each LTC pathway the complexity arises due to the very large number of exceptions that exist for managing different cohorts of patients. This has been historically one of the major issues in delivering patient pathway automation solutions that are successful.

Nightingale comprehensively solves this complexity and delivers the most flexible LTC pathway management capability developed and optimised over a number of years.

Nightingale Clinical Knowledge Base

Working with a large number of the most senior NHS Primary Care clinicians Nightingale encapsulated all the required clinical knowledge to tailor pathways for management of each LTC pathway for each patient cohort.

Nightingale Interaction System

Nightingale provides an advanced multi channel communication system.

This enables efficient communication across all different communication channels including SMS, email, phone and health Apps such as NHS App.