

LUNA^o

Waiting List Management & Assurance

Service Definition

MBI Health Overview

MBI Health helps NHS leaders see clearly, act confidently, and deliver sustainable improvement. We partner with NHS systems and Trusts to build confidence in data, strengthen operational performance, and unlock capacity across elective and operational pathways.

With more than 20 years' experience, we have delivered over 500 projects across 90 NHS organisations and have assured more than 130 million patient pathways. This experience underpins our advisory work, validation services, and digital tools.

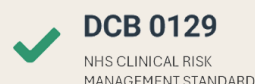
We combine expert advisory insight, pathway validation, and sustainable automation to:

- create trusted data foundations so leaders can plan with confidence and measure what matters
- reveal actionable insights that link operational performance to patient outcomes, showing not just where delays and risks occur but why
- embed lasting change through practical, clinician-engaged improvement that releases time, reduces waste, and enhances patient safety

Our tools and services support NHS teams to work more efficiently by reducing manual effort and improving the quality of information available for day-to-day decisions. Across our programmes we routinely identify and correct thousands of pathway issues, reduce waiting list size, and strengthen reporting through more complete and accurate data.

Our three-step process (diagnose, validate, improve) provides the visibility and assurance needed to balance operational recovery with longer-term transformation. This supports NHS organisations to deliver improvements today while building systems ready for tomorrow.

Credentials



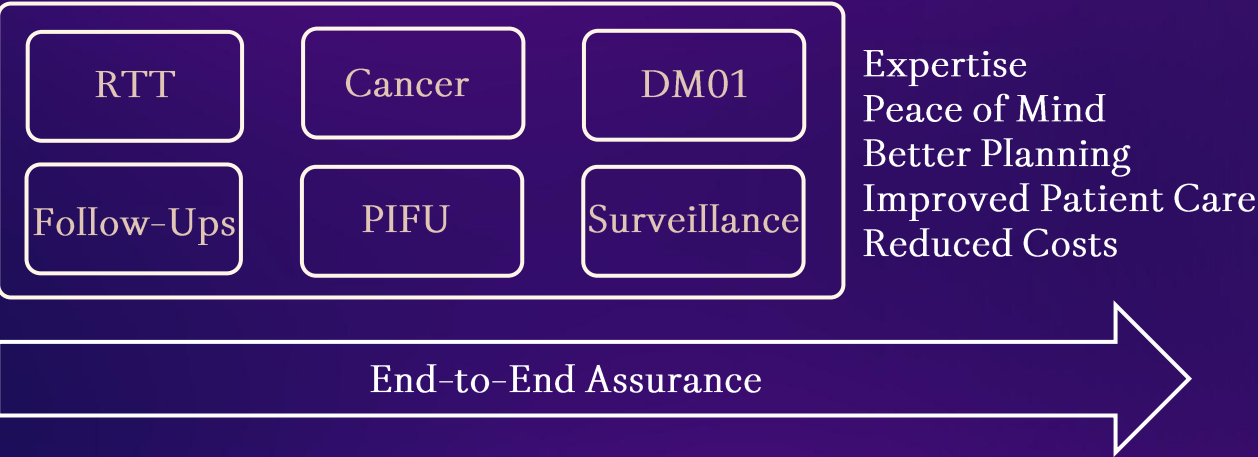
Cert No. 13180

LUNA° Waiting List Management & Assurance

Overview

Hospitals do not have a single waiting list. They have dozens of them and they cannot be managed in isolation.

RTT, cancer, diagnostics, follow-ups, surveillance, referrals on hold, clock-stops, virtual queues, spreadsheets and shadow systems all coexist, often describing the same patient in different and contradictory ways. One person can be waiting in three or four places at once, with different clocks, different statuses and different levels of clinical risk. The danger is not just that these lists are separate. It is that they disagree. Managing any one of them in isolation gives a false sense of control, because the truth about who is waiting, what they are waiting for and how long they have really been waiting only emerges when you look across the whole population of patients, not just a single queue.

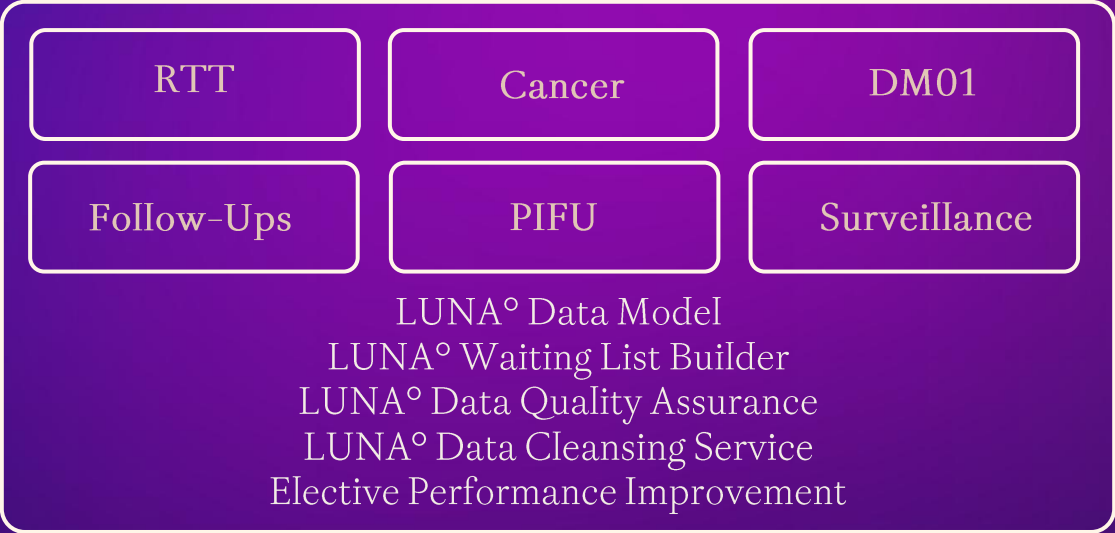


Our waiting list management and assurance solution provides full visibility of all patients and how to manage them most effectively.

Our expertise enables better outcomes for patients, staff and organisations.

LUNA° Waiting List Management & Assurance

System Model



End-to-End Assurance of All Patients

- Data Model – unified data view of patients waiting irrespective of waiting list type.
- Waiting list builder – assured accuracy that patients are in the correct place and next actions are transparent.
- Data Quality Assurance – most advanced data quality monitoring system in existence through experience, automation and technology.
- Data Cleansing – correction of inaccurate data.
- Performance Improvement – planning and implementation support to achieve increased outcomes.
- Pathfinder – Gives a complete, validated view of all RTT and non-RTT pathways so teams can see the true waiting list position and identify required actions.
- ROVA° – Automatically reads clinical documents to find missing outcomes, discharges, and follow-up needs, greatly increasing validation speed and accuracy.
- Surveyor – Presents personalised patient journey views using structured and unstructured data to show pathway history and clinical context.
- Patient Contact – Supports efficient outreach to patients for validation and follow-up, reducing administrative workload and helping teams manage pathways safely.

LUNA° Core Components

- Data Model – A standardised, high-quality data structure that combines information from multiple systems into one reliable source of truth.
- Data Cleansing – Automated and expert-led processes that remove errors and duplication and improve completeness across all pathway data.
- Elective Performance Improvement – Tools and insights that help teams improve flow, reduce backlogs, and manage capacity effectively using accurate, validated information.

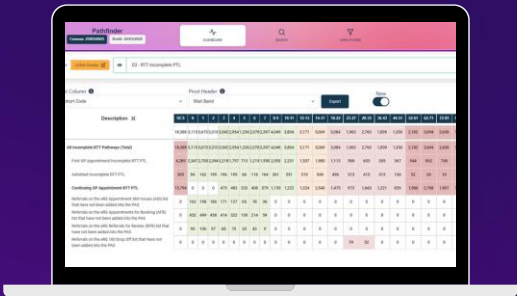
Service Features

Our combined use of expert teams and automation helps Trusts gain a clearer picture of activity, reduce risk, and free up capacity. MBI Health provides NHS Trusts with:

Assurance	Automates validation by integrating unstructured clinical data with structured data
Patient Safety	Detects missed diagnostics, treatments, and hidden waiting list entries
Waitlist Management	Uses human-led machine learning to simplify and prioritise complex waiting lists
Data Cleansing	130 million pathways assured with over 20 years experience
Performance Improvement	Amplified productivity to achieve sustainable performance improvement

LUNA° Benefits

- Helps teams work faster and more efficiently, because less time is spent manually checking records.
- Reduces the cost of validation, as fewer staff are needed to review large volumes of patient pathways.
- Allows far more pathways to be checked in a shorter time, increasing overall throughput.
- Gives organisations a fully checked and reliable waiting list, including both RTT and non-RTT patients.
- Shows where every patient is always at, so no one is lost or overlooked.
- Works for single Trusts or whole systems, making it easier to see the full picture across multiple organisations.
- Helps teams use all available information, including data hidden in letters and documents, not just what is stored in the EPR.
- Improves patient safety, as urgent patients can be identified and prioritised quickly and accurately.



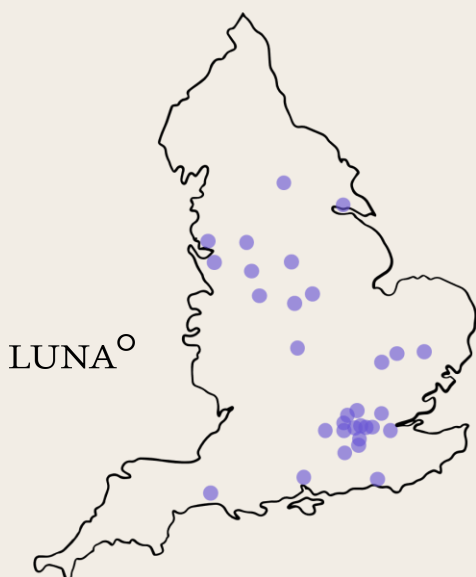
Trusted by NHS Providers Nationwide

MBI has supported a wide range of acute Trusts across England, including organisations facing challenges such as:

- major data quality backlogs
- elective recovery pressures and long RTT and non-RTT pathways
- operational instability or governance concern
- EPR migrations and performance disruption
- significant gaps between reported and actual waiting list positions

Our technology solutions, advisory expertise, and managed operations teams are used by organisations seeking better accuracy, clearer visibility, and stronger operational control.

Alongside local projects, MBI is also the supplier of LUNA° National, NHS England's daily data quality reporting system. LUNA° National processes millions of datasets each day, offering a consistent national view of waiting list data quality for all NHS and independent providers in England.



What Our Partners Say

“ROVA° achieved 92% accurate removals and saved us
£925,000 in manual validation costs.”

Barts Health NHS Trust

“LUNA° gave us complete transparency during EPR
migration and prevented reporting failures.”

Royal Free London NHS Foundation Trust

“Validation throughput increased by 36% in year one using
LUNA° and ROVA°.”

**University Hospital Southampton NHS Foundation
Trust**

“ROVA° completed in six weeks what would normally take
six months and a team of 10 people.”

Stockport NHS Foundation Trust

✉ info@mbihealth.com

☎ 020 3600 0451

🌐 www.mbihealth.com

📍 5th Floor, Vivo Building

30 Stamford Street

London, SE1 9LQ

