

LUNA^o

Waiting List Builder

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

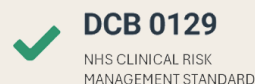
Our tools and services support NHS teams to work more efficiently by reducing manual effort and improving the quality of information available for day-to-day decisions. Across our programmes we routinely identify and correct thousands of pathway issues, reduce waiting list size, and strengthen reporting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



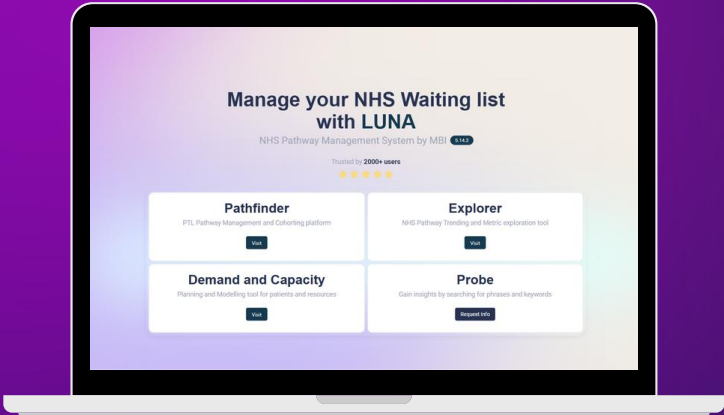
Cert No. 13180



LUNA Waiting List Builder

Build your waiting lists daily with LUNA Core & Pathfinder:

- Incomplete RTT (inc. ERS)
- Planned Waiting List
- Active Monitoring Waiting List
- Follow-Up Waiting List
- Inpatient Waiting List
- Outpatient Waiting List
- Diagnostic Waiting List
- Cancer Waiting List
- IP & OP Booking Lists
- Data Quality Cohorts
- Automated Validation Cohorts



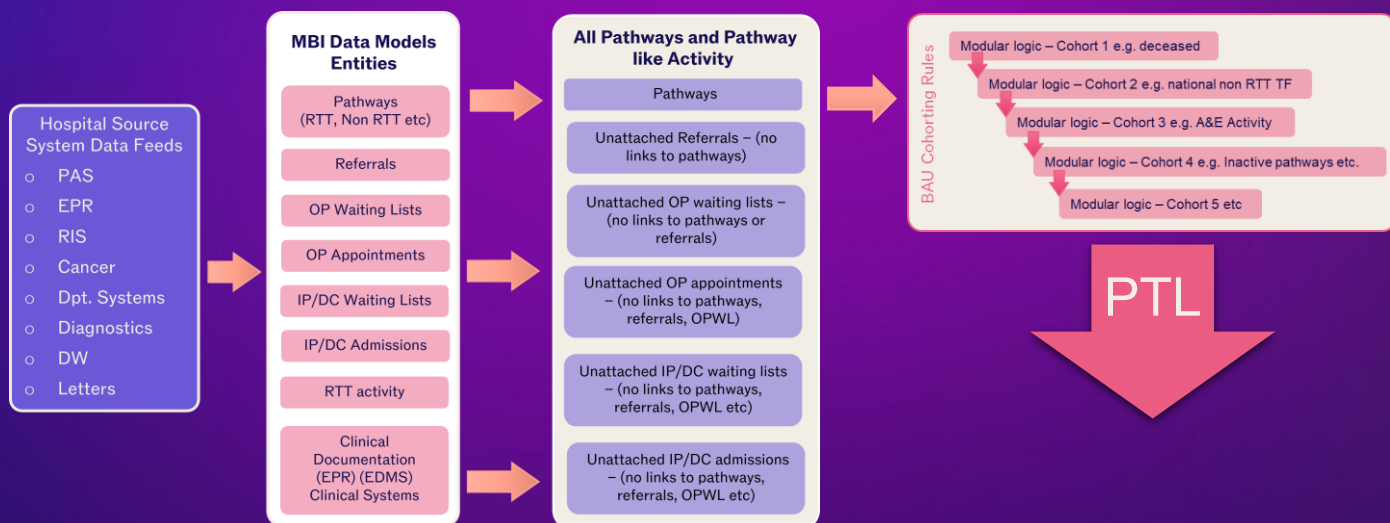
Providing NHS Trusts With

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
User-Centric Approach	Delivers personalised, role-specific insights for smarter decisions
Performance Improvement	Continuously improves data accuracy, patient safety, and efficiency

LUNA Waiting List Processing

LUNA is a digital nerve center for the management of all elective care patients in a health system. LUNA provides assurance of all elective data: ensuring efficiency, accuracy and safety of all electively managed patients.

All Pathway Data Model



- All pathways and unattached activity within source systems are managed with a clear audit trail from all pathways and activity, down to individual pathways on PTLs .
- Logical cohorting rules are applied to the All Pathway Data Model and run on daily basis.
- All activity is charted and is visible somewhere on LUNA. This avoids the undesirable discovery of cohorts of patients that have been lost from view.
- The rules identify patient pathways where evidence exists to suggest that they should not be on the PTL.
- Cohorts of pathways caught by the rules are visible in the LUNA Pathfinder Application so that every pathway is visible somewhere.

LUNA Wating List Builder Benefits

- Provide Operations with a fully checked and reliable waiting lists, including all RTT and non-RTT patients.
- Helps teams work faster and more efficiently; less time is spent manually checking records.
- Allows far more pathways to be checked in a shorter time, increasing overall throughput.
- Logical cohorting rules are applied to the All Pathway Data Model and are run on daily basis as 'Business as usual' rules.
- The rules identify patient pathways where evidence exists to suggest that they should not be on the PTL.
- Cohorts of pathways caught by the rules are visible in the LUNA Pathfinder Application so that every pathway is visible somewhere.

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.

Our Partners



St George’s University Hospitals

NHS Foundation Trust



The Hillingdon Hospitals

NHS Foundation Trust



Ashford and St. Peter’s Hospitals

NHS Foundation Trust



Barts Health

NHS Trust



Harrogate and District

NHS Foundation Trust

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