

MBI Managed Booking Service

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

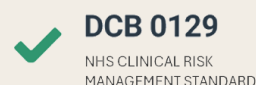
Our tools and services support NHS teams to work more efficiently by reducing manual effort and improving the quality of information available for day-to-day decisions. Across our programmes we routinely identify and correct thousands of pathway issues, reduce waiting list size, and strengthen reporting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



Overview

MBI Health are the UK’s leading provider of data validation, correction and cleansing services, both manual and automated. Having worked with over 90 NHS organisations and managing more than 55 million patient pathways every day, we specialise in working with NHS organisations facing data quality challenges.

Our Managed Service expertise is specific to all elective care (RTT and Non-RTT) requirements, and the operational workflows underpinning it. Our Managed Service teams have extensive hands-on experience of the administrative functionality of PAS / EPR systems in use in the NHS acute setting.

Managed Booking Service Features

Our methodology and team of NHS operational experts help Trusts to clear operational backlogs in a controlled and prioritised manner, reduce patient waiting list risks, and maximise the utilisation of funded outpatient, diagnostics and theatre capacity.

MBI Health provides NHS Trusts with:

Assured Delivery	A fully managed service, proven to give the Trust assurance of quality, performance and confidence of a successful service.
Plug & Play	Fast deployment and validation commencement underpinned by our previous experience and knowledge of IT, systems, procedures and data.
Management Information	Clear and concise daily & weekly reporting to inform Trust colleagues of progress, queries and exceptions, taking a collaborative approach to ensure that this is not a distraction to BAU Trust activity.
Observations & Recommendations	Analytics and intelligence on data quality and process observations from our work will support operational reinforcement and future sustainability strategies.
Information Governance	We understand the importance of data security and the measures required to protect it. We will collaborate with your Information Governance (IG) team to ensure compliance, enabling us to act as a data processor on your behalf.
Quality	Our approach to quality-assurance has been refined over several years to ensure the highest standards of accuracy. Senior internal oversight and regular engagement with Trust leadership is core to our delivery model.

Service Benefits

- Provides cleansed waiting lists and improved data quality by validating requests during the scheduling process, removing duplicate or incorrect entries to derive true waiting list size
- Enhances capacity of Trust substantive teams by clearing bulk worklists and allowing Trust staff to focus on clinically urgent or complex requests
- Improves patient experience and uptake of capacity by expanding the scheduled window for services, avoiding failures to attend by patients receiving last minute notification of activity
- Identifies patients requiring urgent action and clinically urgent patients who require more complex activity to be arranged
- Derives evidence-based opportunities to support data quality improvement from analysis of overall waiting lists and individual entries during processing



Outsourced scheduling service frees up both administrative and clinical capacity to concentrate on patient care and urgent operational requirements



Analysis of waiting lists and service capacity allows for both efficient processing of scheduling tasks, but also provides insights on future management of the waiting list

Operating Model

Our approach can be adjusted to suit individual Trusts' space and financial constraints

- Onsite deployment: MBI scheduling teams can work alongside operational schedulers within centralized booking centres or operational departments, allowing for live knowledge transfer and upskilling of colleagues based on feedback from validation and scheduling
- Offsite function: MBI scheduling teams can securely access Trust applications using VPN or NHS laptops for remote access, providing regular reporting and feedback but allowing operational teams to focus on more urgent tasks

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



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