

LUNA^o

Data Cleansing 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.

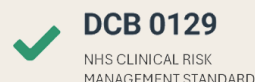
We combine expert advisory insight, pathway validation, and sustainable automation to:

- 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

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 through the LUNA^o software suite, 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 information flows underpinning it, while the LUNA^o platform allows for creation, cleansing, and ongoing management of operational PTLs.

Managed Data Cleansing Service Features

Our combination of NHS operational experts and automation technology helps Trusts gain a clearer picture of activity delivery, reduces patient waiting list risks, and frees up funded outpatient, diagnostics and theatre capacity. MBI Health provides NHS Trusts with:

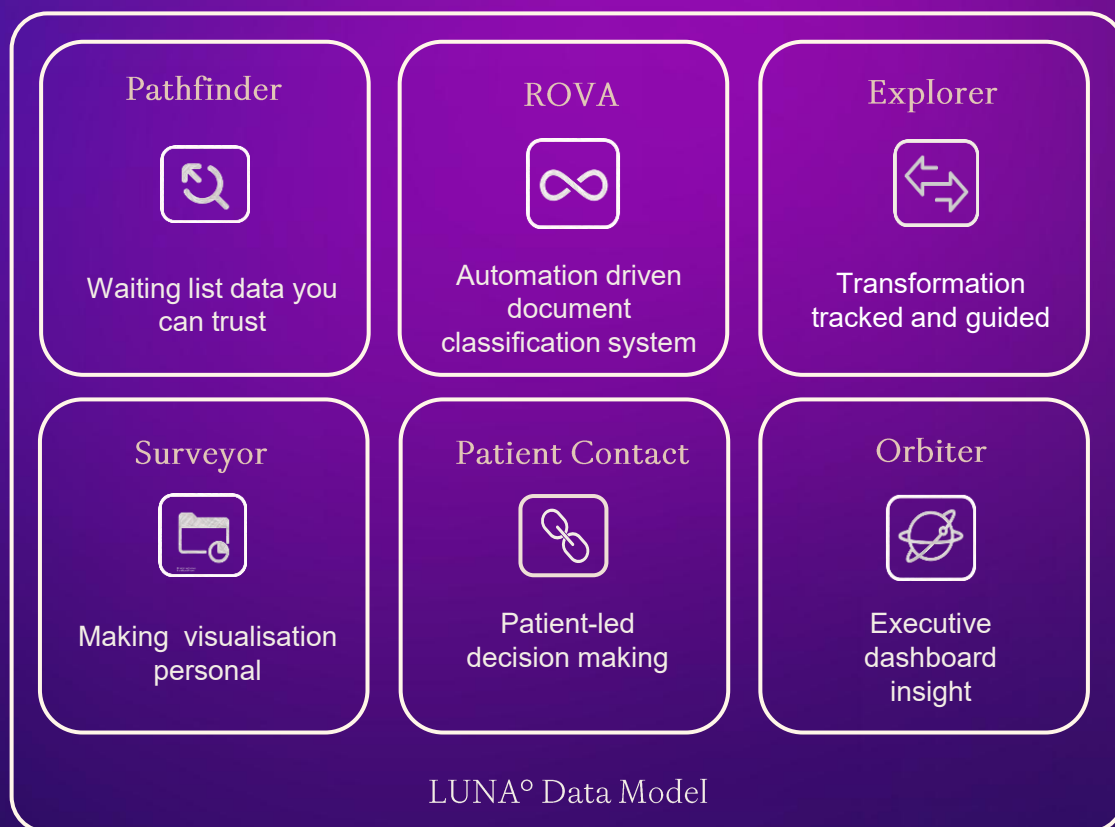
Assured Delivery	A fully managed service, proven to give the Trust assurance of quality, performance and confidence of a successful service.
Plug & Play	Fast deployment and validation commencement underpinned by our previous experience and knowledge of IT, systems, procedures and data.
Management Information	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 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
- Identifies clear lists of patients requiring further action or contact by operational teams, in priority order
- Reduces waiting list size where appropriate by merging or closing pathways
- Identifies patients requiring urgent action including potential longer waiters and clinically urgent patients who require activity to be arranged
- Derives evidence-based opportunities to support data quality improvement

LUNA° Automated Data Quality Assurance

System Model



LUNA° Modules

- 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.
- Explorer – Provides interactive dashboards that show where delays, risks, and data issues occur, supporting clearer and faster operational decision-making.
- Surveyor – Presents personalised patient journey views using structured and unstructured data to show pathway history and clinical context.
- LUNA° Patient Contact – Supports efficient outreach to patients for validation and follow-up, reducing administrative workload and helping teams manage pathways safely.
- LUNA° Orbiter – Monitors data flows between systems and alerts teams to breaks or anomalies, maintaining stable reporting during routine operations and major changes such as EPR go-lives.

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.

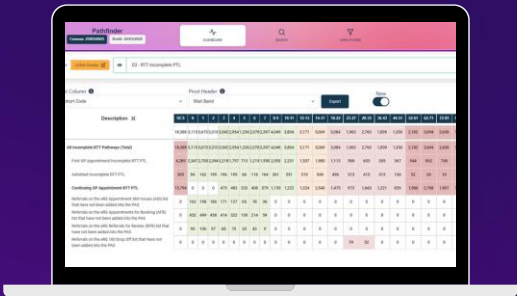
Service Features

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.



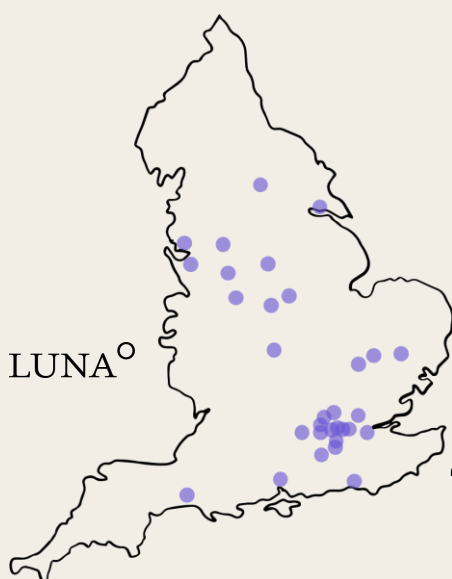
Trusted by NHS Providers Nationwide

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

“MBI played a crucial role in stabilising our data post-EPR. Their structured approach helped us recover RTT performance, reduce risk, and restore confidence in our systems. Most importantly, they left us with the tools and capability to sustain that improvement long-term”

Ashford & St Peters NHS Foundation Trust

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

Royal Free London NHS Foundation Trust

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

Stockport NHS Foundation Trust

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