

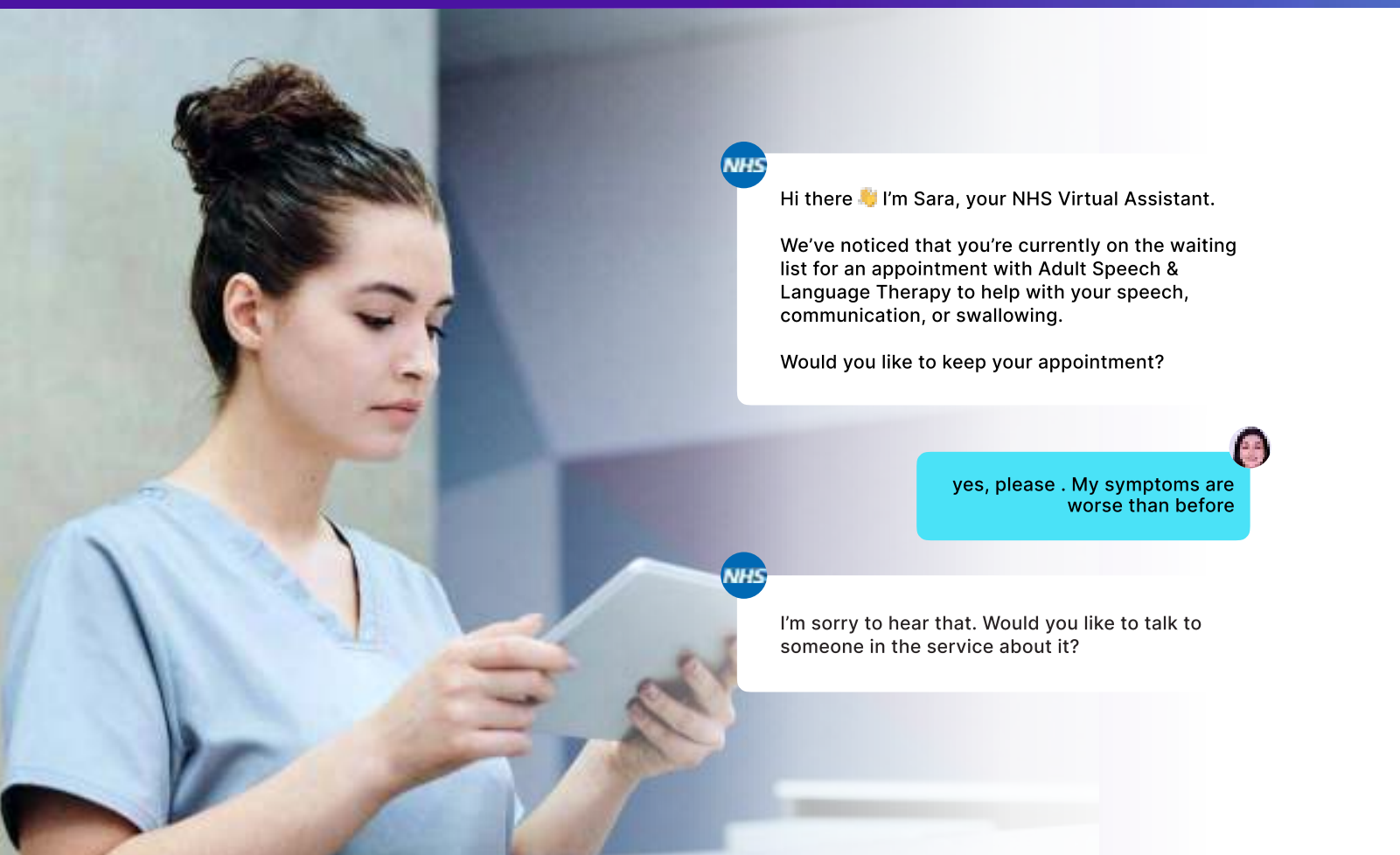
AI Waiting List Validation & Optimisation for the NHS

✓ Smarter Systems

✓ Stronger Insights

✓ Better Care

EBO's AI-powered Waiting List Validation and Optimisation is a clinically safe solution that enables Trusts and ICBs to proactively engage patients at scale. It ensures clinical appropriateness, reduces wait times, improves patient access and frees up valuable staff time.





The Challenge

Across the NHS, waiting lists have grown, placing unprecedented strain on Trusts and ICBs. Manual and fragmented validation processes create inefficiencies, patient inequities, and missed opportunities for recovery and better care.

The Solution

Introducing EBO's AI-Driven Waiting List Validation and Optimisation

EBO's Waiting List Validation solution redefines how Trusts and ICBs manage, **monitor** and **optimise** patient waiting lists.

By combining **Conversational AI**, **behavioural science**, and deep **NHS system integration**, EBO enables Trusts to safely validate thousands of patients **efficiently** and **equitably** - reducing administrative burden, improving data accuracy, and enhancing patient experience across the entire care pathway.

Unlike traditional call-centre or one-way digital approaches, EBO's Conversational AI enables **proactive, two-way patient dialogue** at scale - securely, accurately, and with empathy.

The solution can be rapidly deployed as a stand-alone product using CSV-based setup or can be seamlessly integrated with **PAS and EPR systems**. This allows it to automatically update patient records and surface insights through real-time dashboards.



This is not just automation - it's **intelligent engagement** that drives measurable operational, clinical, and financial value, helping NHS organisations **reduce waiting times**, **improve access** and **optimise elective recovery performance**.

Benefits

Strategic Alignment with NHS England Priorities



[Click here to see EBO's solution in action](#) →

EBO's solution directly supports NHS England's Operational Planning Guidance and Elective Recovery Plan priorities:



Reducing waiting times

Streamlined validation ensures resources target patients most in need.



Reducing DNAs

Proactive reminders and confirmations reduce missed appointments.



Tackling inequality of access

Multi-language, literacy-sensitive AI engagement includes all patients.



Increasing elective activity

Removing inactive patients and freeing clinical time accelerates workflows.



Integrates with NHS clinical systems and EPRs to read waiting lists and instantly update patient reports and medical records with outcomes from the conversations.



Multi-lingual conversation, Text-to-speech capability and digital literacy adaptability



Inclusive design principles that align with NHS accessibility standards



Behavioural science-informed messaging for better comprehension, action and engagement



Feed structured, validated data directly into PAS/EPR systems



Full reporting capabilities, both from a specifically built dashboard and automated reports



Hosted in Microsoft Azure UK Sovereign Cloud, the solution is fully compliant with NHS DSPT, Cyber Essentials Plus, ISO 27001, and GDPR.



Tailor conversations by service, referral reason, or patient cohort. Adjusts **tone** and flow dynamically



Fully configure validation cycles and **initiate contact** based on waiting time or clinical urgency.



Increase NHS app and NHS login uptake with seamless NHS log-in, allowing patients to validate themselves.



Ensures **clinical safety** at every step



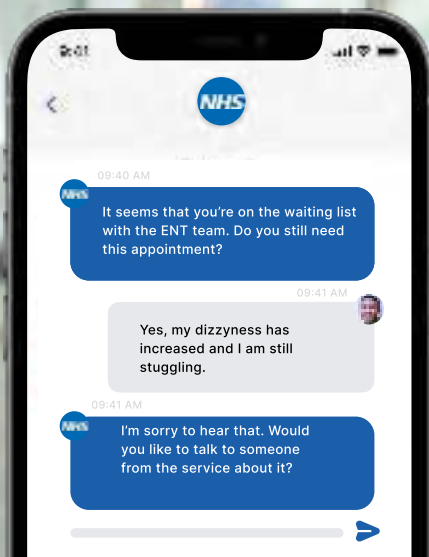
Sends out **reminders** to patients who have not responded yet and reduces DNA rate



Creates targeted lists for urgent follow-up or prioritisation



Automates large-scale patient outreach and response collation



Making an Impact

Proven Results Across NHS Trusts

60%

Response rates within days. This outperforms SMS and call centre models.

£643K

Annual saving per 10,000 patients validated quarterly.

5–15%

Reduction in waiting list size through automated identification of patients who no longer require care.

Rapid deployment

within weeks.
Minimal IT overhead.

Validated ROI

Demonstrated financial savings and elective recovery support across NHS Trusts.

Business Area	Yearly Savings (10,000 patients)
Postage & Paper	£14K
Staff Time Released	£341K
Appointments Released	£288K
Total:	£643K



Deployment

There are two options for deploying the Waiting List Validation solution:

Option 1:

Seamless Integration into EPR:

- **Full API integration into your EPR**, typically completed within 8–12 weeks
- Ingest patient data into a waiting list, based on criteria within the EPR
- Update progress or clinical notes based on patient's feedback.
- Update Patient status in order to progress pathway.

Waiting List Validation solution

Option 2:

Rapid Deployment - Non-integration:

- Rapid deployment in **2–4 weeks** using CSV-based setup
- Minimal IT dependency
- A 3 week reach out exercise which can generate between 60% and 70% response rate

Main features	Integrated	Non Integrated
Reach out with bespoke conversation to patients	✓	✓
Understand if patient will accept immediate appointments	✓	✓
Request best times / dates to attend	✓	✓
Create automated validation cycles which will reach out automatically	✓	✓
Target specific messaging or conversations depending on service or referral reason	✓	✓
Reach out depending on waiting time (or other factors)	✓	✓
Adjust conversation depending on urgency (or other data points)	✓	✓
Provide links to resources to support waiting time	✓	✓
Gain feedback on process and current patient status	✓	✓
Ingest patients into waiting list based on criteria within EPR	✓	✗
Update either a progress note / clinical note on reply from patient	✓	✗
Update patient status in order to progress pathway	✓	✗

The Patient Pathway

The Waiting List Validation (WLV) solution can function as a stand-alone system, integrate within existing patient workflows, or layer onto technologies already in place.

The example below shows how WLV works alongside EBO's other automated solutions to create an efficient, end-to-end patient pathway.



Mary is a 65 years old grandmother of three with severe arthritis. After years of conservative treatment she was referred for a right knee replacement. She was placed on a waiting list and has been waiting one year to hear about surgery.



Angie is a RTT co-ordinator, whose Trust has digitised waiting list validation using an intelligent chatbot that integrates directly with the EPR.



Tim is the EBO Virtual Assistant (VA) that helps Angie increase patient reach. The VA contacts patients to validate whether they still require their appointments, documents their responses and maintains direct communication with waiting patients.

01

Tim, the EBO Virtual Assistant, sends a message to Mary to let her know she's on the waiting list and guides her to confirm whether she still requires her treatment and why.

Waiting List Validation

02

Tim presents Mary's information in a dashboard to show staff the validation progress and records the outcome directly into the EPR.

Waiting List Validation

03

The RTT coordinator reviews the validation statuses of the waiting list. She can see which patients:

- have been sent on for clinical review prior to being removed from the list
- have been removed
- have not yet responded.

She can see that Mary still needs her surgery.

Waiting List Validation

04

Two months later, Tim contacts Mary to remind her that her surgery date is approaching and that she needs to schedule a pre-op appointment. He guides her through the booking process, and Mary selects a convenient time that works best for her.

Appointment Management

08

Tim sends her the discharge report, and helpful resources relating to her condition. He informs her that she has been referred to physiotherapy for rehabilitation in the community.

Tim takes her through some pre-assessment questions and informs her that her physiotherapist will be calling her shortly to arrange a home visit.

Automated Assessments

07

Mary comes into hospital for her surgery. The procedure goes well and she is sent home after just a few days to recover.



06

Mary attends her pre-op appointment. The digital form is pre-populated with her answers, allowing the appointment to be completed more efficiently.

Automated Assessments

05

Tim also lets Mary know that she needs to complete a pre-assessment before her appointment. He guides her through the questions in a conversational manner.

Automated Assessments

Proven Results in Practice

Betsi Cadwaladr University Health Board

EBO developed an AI-driven Waiting List Validation tool for Betsi Cadwaladr University Health Board (BCUHB), the largest Health Board in Wales, serving over 700,000 people with more than 19,000 staff. The solution was designed to validate patient waiting lists efficiently and cost-effectively, addressing the unprecedented backlog in planned care services heightened by the COVID-19 pandemic.

To streamline this process, EBO's solution integrates seamlessly with BCUHB's existing IT infrastructure, including the Welsh Patient Administration System (WPAS).

The outcomes of the pilot were impressive, with a **61% response rate** and a remarkable **97% conversation completion rate**. Patient satisfaction reached 93%, demonstrating the tool's effectiveness in enhancing the user experience. Furthermore, the validation process is estimated to save BCUHB **£137,000 per cycle**, significantly improving operational efficiency in managing waiting lists.

Discover full case study



97%

conversation
completion rate

Est. £137K

systems efficiency per
validation cycle

61%

response rate

93%

patient satisfaction score



Key Benefits

Benefits to Patients

Improved access for patients, with the ability to respond round the clock.

Consistent and equitable standards of conversation

Patient has a choice of Welsh, or English conversations every time

Linked through to key signposts e.g. the Appointment Reminder service

Benefits to Health Board

Unlimited initial patient contact messages were delivered in seconds

Responses managed within the dashboard with real-time reporting

"[EBO] more than rose to the challenge. It felt like a true development partnership with staff from both EBO and BCU forming a cohesive team."



–Danielle Edward

Transformation Lead – Digitising Patient Access to Care (BCUHB)



Mid Yorkshire Teaching NHS FT

The solution

In response to the growing NHS waiting list, Mid Yorkshire Teaching NHS Foundation Trust implemented EBO's Automated **Waiting List Validation solution**. The trust deployed a stand-alone pilot solution, to manage one tranche of validation, delivering Waiting list validation **in 2 weeks**.

How it Works

Patients on the Trust's waiting list were contacted automatically via SMS, inviting them to engage with MYA, a Virtual Assistant that surfaced on the Trust's website. Through a friendly and intuitive dialogue, MYA guided patients through a series of questions to confirm whether they still required their appointment.

Powered by **Conversational AI** and **Natural Language Processing (NLP)**, EBO's system communicated directly with patients in real time, listening, understanding, and reporting patient responses. This offered a smarter and more scalable alternative to traditional manual administrative methods.

The EBO AI driven patient interface backed by workflow automation through the EBO platform provided intelligent, two-way natural conversations, reducing administrative burden, and improving the overall patient experience while freeing up appointments.



[Read full success story](#) →

Result Highlights

90%

Satisfaction rate

patients reported a positive experience during the pilot

5,000+

Patients contacted

13%

of Patients

removed from waiting list and discharged

5%

Response rates

higher response rate than previous digital validation methods



The result

In one validation cycle, over 5000 patients were contacted. Of those who responded, 13% patients were discharged whilst **81% opted to remain on the waiting list**.

Mid Yorkshire Teaching NHS Trust reported a **5% higher response rate** from patients compared to previous digital validation methods and patients reported a **90% satisfaction rate** with the process.

The Trust's adoption of EBO's AI-powered solution marks a pivotal shift toward smarter, efficient patient-centred care.

EBO is trusted by



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