

Service Definition - Isla Health - Community

Isla is the UK's leading Digital Pathway Platform (DPP), purpose-built to support efficient, end-to-end digital clinical pathways. Designed in partnership with NHS clinicians and national specialist groups, it provides a scalable, remote-first infrastructure that supports patients seamlessly from initial triage through treatment, recovery, and long-term remote monitoring (self-management) at home. Pathways are clinically validated and designed in collaboration with programmes such as GIRFT (Getting It Right First Time) to standardise best-practice digital pathways across regions and specialties.

With over 200 pathways deployed across more than 40 healthcare settings and 42+ specialties, Isla enables the NHS to deliver joined-up, patient-centred care while improving clinical efficiency. At its core, the platform creates a dynamic pathway for each patient, collecting structured data, communicating with patients, and automating the steps along the care journey. This timeline captures multimodal data in real time, including PROMs/PREMs, images, videos, audio, and structured forms, through automated workflows that prompt patients at clinically relevant points. Patients can "tell their story once," while clinicians access high-quality, structured data across teams and settings.

Isla supports automated, clinically designed pathways that replace manual, fragmented processes with a scalable, remote-first model of care. Patient submissions, such as symptom updates, wound images, or check-ins for self management, inform the clinical pathway throughout, enabling clinicians to review progress quickly, make informed triage decisions, and focus attention where it delivers the greatest value. Embedded decision support algorithms analyse patient data, flag deterioration, prioritise review, and guide escalation, supporting safer, more standardised care without replacing clinical judgment.

The platform operates as a secure digital layer over existing NHS infrastructure, with bi-directional integration into major EPR systems including EMIS, SystmOne, Rio, Epic, Oracle Cerner, Meditech, Nervecentre, the Federated Data Platform, and the NHS App. This ensures rapid deployment and minimal change management whilst making established workflows dramatically more efficient.

For patients, Isla delivers low-friction digital engagement. Information is submitted via secure, single-use links sent by SMS or email, with no app download or account creation required. Submissions typically take just four to five clicks, supporting high engagement (86%) and consistently strong satisfaction.

Key benefits in community services

- **Accelerated Clinical Decision-Making:**
Community teams access specialist input up to 3.8x faster and Tissue Viability Nurses

reduced average referral-to-review time from 103 hours to 27 hours, enabling quicker triage and prioritisation of high-risk cases.

- **Optimised Resourcing Of Capacity:**
75% of same-day callouts shifted to planned interventions and 15% of caseload managed entirely virtually.
- **Automated Waitlist Validation:**
8% of MSK waitlist removed within 3 weeks through automated waitlist validation.
- **Improved Patient Experience:**
Reduces unnecessary hospital visits and travel (800 face-to-face appointments avoided in one community trust) and leverages technology to support patients with self management of chronic conditions.
- **Net-Zero:**
Remote monitoring in one community trust eliminated 27,000 km of clinical travel per year, saving time, cutting costs, and lowering the carbon footprint of community visits.

Available Pathways

Isla can be used in any clinical speciality or pathway, making it easier to manage patients and improve care at every stage of their journey. The table below highlights Isla's most established NHS pathways.

Specialty	Intervention	Impact
Autism spectrum disorder	Parent submitted videos of patients in their home environment provide clinical teams with the representative context of the patient's condition to support effective triage. Videos of patients interacting with their parents provide clinicians with materials they can use to give parents feedback on techniques for engagement.	• More efficient triage • Reduced need to double up on appointments (band 6) • Ability to use translation services for shorter videos rather than entire visits when short content is all that's required
Community nursing	Clinicians capture images of patient wound condition at each home visit to build a timeline of images to monitor patient condition. This better supports handover with the availability of additional clinical context through images. To support ad hoc triage requests, patients submit photos of their condition and nurses are able to access severity and prioritise resources. This saves a visit as nurses are able to make triage assessment remotely.	• Improved clinical efficiencies as a result of patients can be remotely triaged ahead of visits and prioritised as needed. • Cost saving due to the reduction in time nursing time spent travelling to appointments. • Improved patient experience as patients are better managed with a timeline of images to monitor their condition.
Children and young people's services	Parents submit video/photos of their child at home, e.g. to support speech and language assessments.	• Provides additional clinical context that they may not see at scheduled home visits/clinics • Improved clinical efficiency and

		time savings through visits avoided
Dietetics	Patients submit food diaries and images of allergic reactions for clinical review. Used in paediatric and adult services.	- Improved patient monitoring - Greater record of patient progress over time
Dysphagia	Parent submitted videos of infant feeding and children eating empowers the clinical team to identify inappropriate referrals and the appropriate clinician to provide care for the patient.	38% reduced unnecessary face to face - Improved appropriate skill mix allocation for 34.5% of patient touchpoints - Improved clinician to clinician communication
Lymphoedema	Patients submit images/videos of their legs for clinicians to triage remotely. Securely sharing images on the platform supports referral to services such as TVNs if there are new skin lesions to be supported.	- Provided clinicians with the ability to gain a second opinion and liaise with other services to help manage care remotely. - Supported remote working for clinicians on triage to be able to manage patients more effectively and efficiently. 22% reduction in contacts per episode of care
MSK physiotherapy	Patient photos and videos are used to triage patients and to refer patients to other relevant services. Patients also send in videos of their condition which supports in determining/adjusting a care plan for them accordingly. Used in paediatric and adult services.	- Time saved for MDT caseload discussions by relying on videos - Safe and secure storage of photos/videos for tracking patient progress
Occupational therapy	OT teams use Isla to collect photos of patients' home environments for resource allocation and planning of OT resources.	90 minutes of OT time is saved from prevented visit - Reduction in fuel costs for up to 50 miles per patient.
Podiatric surgery	Clinicians recording patient images at home visits and in clinics, and requesting directly from patients, e.g regularly supporting discharged patient post surgery before wound is healed	- Supports patient recovery and continuous monitoring of progression of wound healing - Provides reassurance to clinicians on how the patient is progressing through timeline of images submitted
Podiatry	Supporting patient ad hoc requests by sending images to the Isla platform. Clinicians are able to triage remotely and provide reassurance or treatment advice accordingly.	- Increased clinician capacity with 20 minutes saved per patient submitted image as patient can be triaged on phone rather than a face-to-face appointment 4% reduction in monthly contacts per patients
Safeguarding	Safeguarding team clinicians can pull relevant	Ensuring safeguarding visual

	photos/videos across specialties into a private folder that is only accessible by the appropriate clinicians to follow up.	data is securely stored with privacy and accessed only by the relevant clinicians
Single point of access (SPA)	Patients submit photos to the platform that will be triaged by SPA and referred on to appropriate services as needed.	• Supports referral process as services receive visual information ahead of patient contact.
Speech and language therapy	Therapists use Isla to request videos and sound recordings of children speaking and interacting with their parents/guardians.	• Allows clinicians to observe and assess how the patient interacts with others in their environment without disruption
Stroke rehabilitation	Clinician capture of photos and videos on the ward are used to support a patient's rehabilitation journey and facilitate step-down into community services or assisted care. Clinician captured images support onward referral to spasticity clinic and the ordering of equipment.	• 30 minutes saved for ESD inreach per patient • 45 min saved per spasticity referral • Improved record keeping of patient's rehabilitation journey to present progress back to patient
Tissue viability Nursing (TVN)	Clinicians receive photo referrals on Isla, able to view the timeline of patient wound condition as captured by Community Nurses. If additional context is required, patients send in photos to support better assessment of wounds.	• 1.5 hours of clinical time saved from home visits avoided (including travelling to and from patient home and appointment time) • Improved referral information available • Prevention of wound deterioration as patients are remotely managed
Urgent Care and night service	Referrer/patient submitted photos allow urgent care services to appropriately triage patients and refer them on to day services for care	• Deescalation of demand (where appropriate) • Improved patient record keeping • Efficient transition process

Benefits

Patient benefits:

Remote access to care

- Patients can submit images, videos, digital forms and sound recordings from any smart device, without coming into clinic - 52% of dysphagia appointments avoided face-to-face appointments.
- No app download and sign-in credentials, leading to market leading patient response rates of 78%.
- Increased awareness of conditions through self management
- Reduced travel and time away from work/school via remote reviews.

Improved patient safety

- Patients are risk stratified in real time, improving triage and ensuring prioritised patients are seen most urgently.
- Deteriorating conditions (e.g. chronic wounds) are flagged for urgent attention.
- Parents can submit videos of children at home, enabling more accurate assessments and improved engagement.

Patient empowerment

- Patients receive personalised instructional resources and automated guidance letters.
- Supports self-management models (e.g. wound care patients managing dressings with remote oversight, patients completing symptom questionnaires and adding vital signs readings remotely).
- Restores independence of patients and reduces the frequency of nurse visits.

Accessibility and inclusion

- Platform supports screen readers and assistive technologies.
- Digital forms are available in multiple languages to support diverse and underserved populations.
- Care home staff can submit information on behalf of residents to community teams.

Clinical benefits:

Accelerated specialist review

- Community teams can access specialist input 3.8x faster than traditional methods, as achieved at CLCH.
- Tissue Viability Nurses reduced average time from referral to review from 103 hours to 27 hours.
- 10-15 minutes saved on triage per patient at LPT

De-escalation of urgency

- 75% of same-day callouts shifted to planned interventions at Nottinghamshire Healthcare through enhanced triage.

Improved decision quality

- Visual records (photos, videos) allow faster and more accurate treatment decision making.
- Clinicians receive structured information via patient-submitted multi-media at all parts of the patient pathway.
- Clinicians review patient submissions asynchronously, enabling quicker assessment and decision making.
- Contextual patient information captured prior to first appointment.

Enhanced patient review capability

- Advanced tools for image zoom, annotation, and side-by-side comparison to support longitudinal assessment.

Streamlined MDT working

- A single, shared patient record supports secure collaboration across teams and organisations.
- Reduces delays caused by fragmented systems and manual information sharing.

Scalable monitoring of patients

- Automated follow-up workflows allow clinicians to maintain oversight of patients, without face-to-face clinics.

Operational benefits:

Optimised capacity utilisation

- Manage rising demand without proportional staffing increases – community teams can handle growing caseloads efficiently.
- Reduction in contacts per patient: Birmingham Community Podiatry handled a 9% year-on-year patient increase while reducing contacts per episode from 1.71 to 1.65, saving over £27,000 annually.
- Virtual caseload management: Nottinghamshire Healthcare managed 15% of cases entirely virtually, reducing pressure on physical community resources.
- 4% reduction in monthly contacts per patients, a total of 472 appointments and savings of > £10,000 at Whittington Health NHS Trust
- 22% reduction in contacts per episode of care stats from Birmingham Community Healthcare

Logistical efficiency

- Reduced staff travel: Nottinghamshire Healthcare cut 27,000 km per year of clinical travel through remote monitoring.
- Reduced patient travel: In Paediatric Speech and Language Therapy at Wirral Community, parent-submitted videos avoided 800 face-to-face appointments, significantly reducing unnecessary travel to community clinics.

Waitlist validation and backlog clearance

- Automated validation cycles confirming patient needs without manual outreach - MSK services at Sirona discharged 115 patients (8% of waitlist) within 3 weeks by validating patients who no longer required appointments.
- Digital pathways support sustained backlog reduction, with Wirral Community reducing Paediatric Speech and Language Therapy waitlists by 138 patients in three months.

Significant administrative cost reduction

- Automated document handling and system integration removes manual download and upload tasks.
- Avoided recruitment costs: Wirral Community MSK service could meet demand without hiring an additional 4 WTE staff.

Scaleable, digital pathways

- Unlimited cloud-based storage for high-resolution multimedia at a substantially lower cost than traditional EPR storage.
- Specialty agnostic software - Chelsea & Westminster use Isla in 65 digital pathways.

Environmental benefits:

NHS Net Zero targets

- Isla reduces unnecessary staff visits by up to 14%, lowering the need for community nurses and Healthcare Assistants to travel to patients' homes.
- By saving visits and de-escalating urgency, teams can cluster home visits more effectively, resulting in a reduction of 2,194.86 kg of CO₂ in a single community nursing team.
- Reduced reliance on physical outpatient facilities lowers energy, heating, and water usage.
- Fewer in-person visits reduces CO₂ emissions, parking demand and vehicles idling around hospital sites, contributing to improved air quality and reduced local environmental impact.

- Certified B Corporation status independently validates Isla's environmental performance and transparency.

Isla Key Functionality

Feature Category	Capability	Functional Description
Data Capture	Multimedia Support	High-res capture of images (JPEG/PNG), videos (MP4/MOV), and audio (MP3/WAV).
	No-App Access	Progressive Web App (PWA) allows patient submission via browser without downloads.
	Companion Mode	QR-sync allows clinicians to use mobile cameras with zero local data storage.
	Large File Support	Handling of large clinical files: 2GB for clinicians and 500MB for patients.
Clinical Forms	Digital PROMs	Configurable forms with conditional logic, scoring, and interactive body maps. Over 900 existing clinical forms available and no charge for additional forms.
	Visual Analytics	Quantitative form data automatically plotted to visualize patient trends/progress.

	Accessibility	Multi-language support to ensure equitable access across diverse patient groups.
Workflows	Automated Pathways	Schedule data requests based on clinical milestones (e.g., Day 7, 14, 28 post-op).
	Waitlist Validation	Bulk SMS and NHS App functionality to identify deterioration, lifestyle optimisation or remove patients no longer needing care.
	Digital PIFU	Support for Patient Initiated Follow-Up to reduce unnecessary routine appointments.
	Digital CIFU	Support for Clinician Initiated Follow-Up to collect information that is typically collected at F2F appointments.
	Smart Alerts	Real-time "red-flag" tagging and clinician notifications based on form responses.
	AI module integration	Isla digital pathways enable services to build AI workflows and solutions directly into their digital pathways, leveraging powerful solutions at lower cost and without fragmenting the clinical workflow.
Review Tools	Visual Timeline	Chronological view of all media to monitor condition trajectory at a glance.

	Analysis Tools	In-browser image manipulation (zoom, rotate, crop) and side-by-side comparison.
	Privacy Controls	"Blur" features for sensitive images to protect privacy until active clinical review.
	AI	Assessing the risk of Surgical Site Infections (SSI)
Integration	EPR Connectivity	Native bi-directional integration with EMIS, SystmOne, Rio, Nervecentre, Epic, and Cerner.
	Standards-Based	Full support for HL7, FHIR, and SSO for seamless contextual launching.
	National Systems	Integration with NHS PDS for demographics and NHS e-RS for referrals.
Governance	Security & Audit	Role-Based Access Control (RBAC), enforced 2FA, and full activity audit trails.
	Consent Tracking	Integrated workflows for direct care, research, and teaching consent capture.
Future State	End to end automation of nationally standardised pathways	Isla is working towards providing digital pathways which will be standardised across the UK, these support new models of care currently being piloted through national programmes.

Integration

Active Directory: Isla supports an Active Directory based authentication process to allow clinicians to seamlessly log in to the Isla system with existing credentials.

EPR: Isla's Digital Pathway Platform offers extensive integration capabilities to function as a powerful layer on top of existing Electronic Patient Record (EPR) systems. By utilising standards such as HL7 and FHIR, Isla ensures seamless, bi-directional data flows that eliminate data silos and manual administrative tasks. Isla can connect with all major EPR systems, including Oracle Cerner, Nervecentre, EPIC, Meditech, Allscripts, System C, Cito, Rio, EMIS and SystmOne (TPP). Key functionality includes:

- Contextual Launch, Embedded iFrame and Single Sign-On (SSO)
 - Clinicians can access Isla seamlessly from within their EPR, maintaining patient context and clinical workflow. Images, videos, forms and sound recordings can be accessed and captured without leaving the EPR,
 - No separate login is required, ensuring continuity of clinical context and a streamlined user experience.
- Native Bi-Directional Data Flow
 - Data captured within Isla (images, videos, structured forms and sound recordings) is automatically pushed back to the patient's EPR record.
 - Isla can ingest demographic, appointment, and scheduling data from PAS/EPR systems to automatically create patient records and workflows.
- Structured Data & Coding
 - Isla includes an HL7 outbound engine that enables structured data (e.g. clinical tags, form responses, pathway outcomes) to be coded and transmitted to Trust systems.
 - Information is searchable, reportable, and embedded within the core clinical record.

NHS e-Referral Service (e-RS): Isla provides a native integration with the NHS e-Referral Service (e-RS), supporting both Referral Assessment Service (RAS) and Advice and Guidance (A&G) workflows. The integration automates the ingestion of referral documents and associated attachments directly into Isla, enabling clinicians to efficiently review and triage referrals. Isla also supports the rejection of inappropriate referrals, clinical notes, decisions, and outcomes to be written back to e-RS, ensuring end-to-end referral management without duplicate data entry.

In clinical settings where e-RS is not available, such as community referrals from external organisations (e.g. dentists), internal referrals, or trust-to-trust referrals requiring specialist input, Isla is leading an innovative referral project. This enables referring bodies to submit structured referral forms and supporting media directly through the platform, with submissions

automatically appearing on the community team's worklist to streamline review and improve efficiency.

FDP: Isla is a "Certified Live" partner for the FDP. This integration allows the FDP to query Isla for available pathways and patient submission data, and includes an embedded iFrame widget to launch patients onto digital pathways directly from the FDP.

NHS App: Through the NHS Notify API, Isla can send requests for information, messages, and resources to patients via the NHS App, providing a unified digital experience

NHS Spine / Personal Demographics Service (PDS): Isla integrates with the NHS Spine through the Personal Demographics Service (PDS), enabling clinicians to quickly locate and retrieve patient demographic information using an NHS number. This integration ensures accurate patient identification, reduces manual data entry, and supports safe, efficient onboarding of patients into digital pathways while maintaining alignment with national NHS data standards.

Reporting

Isla provides a comprehensive reporting and analytics capability designed to deliver real-time operational visibility and actionable insight for clinical, operational, and digital teams. The reporting suite enables organisations to understand system usage, patient engagement, and clinical outcomes, supporting both day-to-day operational management and longer-term service evaluation.

In-Platform Reporting and Data Export

Authorised users can access structured clinical data and full audit trails directly within the Isla platform. Reports can be dynamically filtered by patient, user, team, service, or time period, enabling immediate oversight of activity and performance.

All report outputs can be exported instantly in .csv format, allowing local analysis, sharing with stakeholders, or incorporation into Trust reporting processes.

Advanced Business Intelligence (BI) Integration

For more sophisticated analytics and population-level insight, Isla's reporting infrastructure is underpinned by Google BigQuery, providing a secure, scalable, and high-performance data environment.

This architecture enables:

- **Native BI integration**

Seamless connectivity with **Looker Studio**, supporting the creation and scheduling of interactive, near real-time dashboards and reports.

- **Third-party BI connectivity**
Secure integration with industry-standard BI tools such as **Power BI, Tableau, and QlikView**, allowing Isla data to be embedded into wider organisational reporting and digital maturity frameworks.

Key Reporting Capabilities

- **Activity Monitoring**
Visibility of total and weekly submissions (images and forms), referral volumes, and active user metrics across services, teams, and organisations.
- **Patient Engagement and Safety**
Dedicated dashboards highlight patients who have not responded to remote requests, supporting proactive follow-up and ensuring robust safety-netting processes.
- **Clinical Outcomes and Impact**
Configurable reporting to capture and quantify clinical outcomes (for example, hospital admissions avoided, early discharge, or advice-and-guidance outcomes), enabling Trusts to evidence the clinical and operational value of digital pathways.
- **Audit and Governance**
Comprehensive audit trails record all user actions, including data submission, sharing, and access history. These are accessible via the admin console and support information governance, clinical safety, and regulatory requirements.

API Connectivity

Isla provides a secure, RESTful API that enables structured data to be automatically pushed into external client systems, such as Trust-owned SQL databases. This supports the development of bespoke reports and dashboards aligned to local priorities, without manual data handling.

Information Assurance

Isla is committed to maintaining the highest standards of data integrity, security, and operational quality. Our Information Governance (IG) framework is designed to ensure compliance with statutory requirements while fostering a culture of continuous improvement.

Key IG Pillars

Our approach to governance is built upon several core principles:

- **Data Protection by Design:** Integrating privacy into the development lifecycle of all products and services.
- **Regulatory Compliance:** Adherence to UK GDPR, the Data Protection Act 2018, and relevant industry-specific frameworks.

- **Risk Mitigation:** Regular internal audits and robust incident management protocols to identify and neutralise potential data threats.
- **Accountability:** Clear organisational structures with defined roles for data oversight and reporting.

Quality Management (ISO 9001)

We are currently in the final stages of aligning our internal processes with the ISO 9001:2015 standard. This focus on Quality Management Systems (QMS) ensures that our services consistently meet customer and regulatory requirements.

- **Status:** Implementation phase.
- **Target:** Full accreditation expected by April 2026.

Information Security (ISO 27001)

Although already aligned with ISO27001 principles, to complement our quality standards, Isla is actively working towards ISO 27001 certification. This involves the systematic examination of our information security risks, taking account of threats, vulnerabilities, and impacts.

Implementation Support

At Isla Health, we don't just deliver software; we embed a sustainable digital ecosystem. Every site is paired with a dedicated Technical Programme Manager (TPM) who serves as your strategic partner, bridging the gap between technical complexity and clinical workflow from day one to business-as-usual. Our end-to-end delivery framework is defined below:

- **Governance & Strategy:** We take the lead on the "heavy lifting" of compliance. Our team co-designs your rollout strategy and manages critical documentation, including DPIAs, Clinical Safety Cases (DCB0129/0160), and Data Processing Agreements.
- **Technical Integration:** Your TPM speaks the language of IT. We coordinate directly with Trust technical teams to manage HL7/FHIR interfaces, ensuring seamless connectivity with your EPR and PAS systems with minimal internal friction.
- **Rapid Mobilisation:** We build clinical confidence through a tiered training model. From **live online onboarding** and "train-the-trainer" sessions to a comprehensive digital library of guides, we ensure your staff are ready. On-site support is available to smooth the transition during go-live.
- **Continuous Optimisation:** Our commitment doesn't end at launch. We provide ongoing troubleshooting and annual impact evaluations to track KPIs, ensuring your investment delivers measurable clinical and operational benefits.

A Multi-Disciplinary Safety Net

Your deployment is backed by a specialist squad of Clinical Safety Officers, Product Designers, and Engineers. This ensures that every Isla implementation is not only technically robust but inherently safe and designed around the real-world needs of clinicians.

Service Level Agreement

1. Response and Fix Times

SLA Level	Response Time	Remote Diagnosis Time	Level Description
1	2 hours	8 hours	Access to the System is unobtainable or severely limited (or is deemed unusable).
2	4 hours	1 working day	The System is malfunctioning but is still accessible and a workaround is not available.
3	12 hours	3 working days	There is disruption to the operation of the System for which a workaround is available so that the Trust is able to fulfil its obligations to stakeholders.
4	24 hours	5 working days	Intermittent and minor operational inconveniences which do not affect the Trust's ability to fulfil its obligations to stakeholders.

2. User Support desk contact and hours

Service Desk Opening hours	9am-5pm Mon-Fri
Telephone Number	07956 943014
Email	support@isla.health

Support outside these hours is available through escalation contacts. The time at which a ticket is created on the support system will be the Initial Logging Time.

3. Escalation

Isla Health is committed to provide the highest level of customer service to users, ensuring that all issues are progressed and resolved in the most effective way possible, while at the same time making all efforts to minimise the disruption caused to the end user.

Where a customer is unhappy with the progress of an outstanding incident/request, or feels the level of service received was not of a high standard, the matter can be escalated within Isla Health through the following channels:

Escalation level	Name	Role	Email Address
1	(Assigned on contract signature)	Delivery Lead	
2	Gabi Cohen	Director of Delivery	gabi@isla.health
3	Peter Hansell	CEO	pete@isla.health

During project setup Isla Health will provide named individuals along with their mobile numbers and email addresses that can be used in emergencies. One of these people will be your 'Delivery Lead' whose responsibility it is to manage any escalations made by you.

4. Service commitment

For all production ready code, Isla endeavours to maintain a 99.9% uptime (excluding scheduled upgrades)

Isla operates zero-downtime deployments.