

IBM Consulting



G-Cloud 15 IBM – Waiting List Validation Service Definition Document

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IBM Waiting List Validation

Service Overview

IBM Waiting List Validation uses generative AI and natural language processing to analyse consultation outcome letters and identify whether patients need to be followed up or discharged. It **accelerates waitlist validation, reduces errors,** and supports real time clinical workflows, helping hospitals **safely reduce backlog size** and improve the accuracy of next step decisions.

Features

- AI-driven analysis of outcome letters using generative AI and NLP
- Identification of discharge or follow-up requirements based on clinical documentation
- Explainable recommendations with supporting evidence
- Human-in-the-loop decision support
- Batch processing of historic letters for backlog validation
- Real-time integration to check letters as they are written
- Configurable workflows tailored to hospital systems
- Flexible deployment on customer-chosen cloud or AI platforms
- Scalable processing for high-volume outpatient services
- Dashboards or reports summarising identified discrepancies
- Intelligent Navigation and Decision Support

Benefits

- Reduces waitlist backlogs by identifying patients incorrectly scheduled for follow-up
- Prevents missed follow-ups by highlighting patients discharged in error
- Saves significant clinical and administrative time compared with manual validation
- Lowers costs by reducing reliance on contract / agency staff
- Improves accuracy and consistency of next-step decisions
- Enables rapid review of thousands of letters in minutes
- Supports safer patient pathways through explainable AI
- Enhances operational performance across outpatient services
- Improves confidence in waitlist data quality
- Supports real-time workflow optimisation

IBM Waiting List Validation

Key Differentiators

- Proven ability to uncover more than 10% unnecessary follow-ups
- Far faster and more accurate than manual contract-based validation.
- Strong focus on explainability to support clinical safety.
- Dual-use capability for both backlog validation and real-time workflows.
- Vendor-neutral deployment across Azure, AWS, or others.
- Configurable by IBM Consulting for each hospital's landscape.
- Uses advanced generative AI tailored for clinical-text analysis.
- Maintains human oversight rather than black-box automation.
- Scales effortlessly to thousands of letters in minutes.
- Integrates with existing systems or operates as a standalone tool.

Additional Service Detail

IBM Waiting List Validation is an AI-powered solution designed to help hospitals improve the accuracy and efficiency of outpatient pathway management. Using generative AI and natural language processing, the solution analyses consultation outcome letters to determine whether each patient requires a follow-up appointment or should be discharged. This capability addresses a widespread challenge across healthcare systems, where manual validation is slow, costly and prone to human error.

The solution can rapidly review thousands of letters, making it ideal for both one-off backlog validation exercises and ongoing real-time quality assurance. In a proof of concept with an NHS hospital, the approach identified that 15% of patients had been given unnecessary follow-ups, highlighting its potential to reduce waitlist size and free up clinical capacity. The system also flags patients discharged in error, improving patient safety and ensuring timely care.

IBM Waiting List Validation can be deployed as a standalone tool or integrated into existing hospital workflows. Its explainable AI capabilities provide clear evidence for each recommendation, maintaining transparency and supporting clinicians in making final decisions. IBM Consulting works with each organisation to configure the solution to their specific systems, processes and infrastructure.

About IBM

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IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands.

Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

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- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
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- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
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Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

IBM's focus on sustainability began in 1971 with our first environmental policy



Cloud

Together, IBM and Red Hat are working to deliver the world's only next-generation hybrid multicloud platform



Economy

IBM has been integral to the UK economy for >100 years, and is one of its largest tech employers



R&D

In the UK alone, IBM invests £170 million in R&D each year



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Tech talent

IBM runs P-TECH schools in 18 countries, helping >100,000 students build skills for careers of the future



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Inventors

IBM UK is home to many Master Inventors, with >250 patents filed last year alone



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's Gold Standard



Graduates

IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year 2019**



Volunteering

IBM dedicates >20,000 volunteering hours every year for a better society



