



University Hospitals of Leicester  
NHS Trust

# Orthopaedic Surgery: Waiting List Validation

University Hospitals Leicester (UHL) treat over 1 million people a year across three hospitals in Leicester. They are one of the largest and busiest academic medical centres in the UK.

UHL used Ufonia to contact all the patients on their elective orthopaedic waiting list to validate they continued to need surgery in line with NHS England's elective recovery guidelines.

## Challenge

In March 2022 UHL's orthopaedic service had 3588 patients waiting for a surgical procedure. These numbers were increasing month on month and many patients had been waiting throughout the COVID-19 pandemic.

The UHL team wanted to identify patients who no longer wish to have surgery or who had their treatment elsewhere. Being able to remove these patients would highlight the true waiting list, so UHL could better plan their capacity to match the demand.

They also wanted to contact patients to establish if they reported medical issues that might affect the risks of surgery, and to keep them informed about the current waiting times for surgery.

## Solution

Developed by Ufonia, *Dora* is an A.I. clinical assistant that autonomously telephones patients and has a routine clinical conversation, providing a scalable, high quality and efficient patient experience.

Dora was able to call all the patients on the UHL orthopaedic waiting list to support them 'waiting well'. This **released the equivalent of approximately 10 weeks of UHL staff time**, saving significant costs and enabling those staff to focus on speeding up the delivery of care to patients still waiting.

Dora captured patients' wishes regarding treatment, and supported the trust in establishing the 11% of patients who reported they no longer required surgery at UHL. This was equivalent to increasing the capacity to deliver nearly nearly **£3¼ million of additional surgical activity**.

## Impact

**360 hrs**

staff time  
released

**~£48k**

admin costs  
saved

**11%**

patients  
removed

**~£730k**

additional  
activity



# About Ufonia

Ufonia is an Oxford-based digital health company on a mission to transform healthcare. Together as a diverse team of clinicians, designers, researchers, engineers and customer success managers we are using technology to redefine and reimagine healthcare delivery. Ufonia has developed Dora a medically regulated autonomous clinical assistant that can call any number of patients, and have a natural voice conversation, covering a wide range of clinical consultations.

Ufonia have built next-generation technology, and conducted rigorous clinical studies to ensure high quality care is delivered safely with an excellent patient experience. Ufonia's aim is to increase clinical activity for providers, reduce cost for payers, and improve quality for patients. Dora's flexible scalability allows you to call as many patients as you need at anytime, without changing your current care pathway. Ufonia is deployed across multiple high volume care pathways and are growing everyday.

## Contact us:

We'd love to talk to you about using *Dora* to call your patients.

Please contact [\*\*info@ufonia.com\*\*](mailto:info@ufonia.com) and we'll get back in touch.