



# Benefits Realisation Strategy for NHS England South West's Digital Diagnostic Programme

*An outcomes based solution from Evolution Digital Health*

## Background

NHS England South West (NHSE SW) aimed to improve diagnostic efficiency through the Digital Diagnostic Capability (DDC) programme, which included MRI acceleration software and home reporting infrastructure.

However, benefits reporting compliance was critically low, jeopardising the programme's ability to demonstrate value and secure future investment.

Working with Evolution Digital Health has been a game-changer for our digital diagnostics programme. Their structured and hands-on approach helped us rapidly improve our benefits reporting compliance from just 6% to over 85% in a matter of weeks.

I've worked with Matt at Evolution over a number of months. Latterly to deliver a regional diagnostic digital "HIT" squad to support acceleration of diagnostic digital capabilities via DDCF funding. I have been very impressed by his personal manner and his approach to delivery of benefits to us. It's been timely, supportive but also helpfully challenging with points of clarity or purpose and his wider knowledge in the digital and health space has added value to the resources we have available for improving patient outcomes.



**BRUCE DANIEL**

Head of Pathology, NHSE SW

## Challenges

- Only 6.25% of required surveys had been completed by January 2025.
- Trusts struggled with stakeholder engagement, data extraction, and survey interpretation.
- Funding ambiguity, competing priorities, and staff turnover hindered progress.

## Solutions

To address these issues, NHSE SW engaged Evolution Digital Health to deliver targeted, hands-on support:



Developed standardised data collection tools and guidance.



Embedded dedicated support into trusts to accelerate survey completion.



Created escalation pathways and sustainable knowledge-sharing frameworks.

## Benefits

### Dramatic Compliance Improvement

Survey completion rose from 6.25% to over 85% within six weeks. All home reporting surveys were completed, and 86% of MRI surveys were finalised, demonstrating rapid impact.

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### Sustainable Future Reporting

Trusts were equipped with standardised guides, technical documentation, and clear future survey timelines, enabling proactive planning and reduced reliance on external support.

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### Strengthened Regional Collaboration

By building trust-level focal points and communities of practice, NHSE SW enabled ongoing cross-trust knowledge exchange and collaborative problem-solving.

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