

CASE STUDY



Concentric Health's innovation is a digital consent and shared decision-making web application revolutionising how consent for a procedure or treatment is gained and recorded.

Their mission is to transform the outdated paper method of consenting patients and make healthcare more holistic. Information can be shared by patients and clinicians across complex clinical environments encompassing the full range of specialties involved in the case.

Digital consent has been shown to improve the process in key areas like medicolegal risk, system efficiency, and shared decision making capacity.



The Concentric Team

Digitising the consent process

Patients Supported



1.5million consent episodes completed on Concentric by July 2025.

Efficiency Savings



A reduction in time taken to obtain consent by 7.14mins per episode. A saving of £5.87 per episode¹. OUH perform approximately 340,000 consents per year.

¹ [HlO TV Impact Assessment Report Concentric \(March 2025, V1.0\)](#)

Supporting NHS initiatives



Supported Getting It Right First Time (GIRFT) national standardised consent forms for High Volume Low Complexity (HVLC) Procedures.

Security & Protection

Standards set by Concentric exceed the NHS Data Security and Protection Toolkit Assessment and gained the Cyber Essentials Plus certificate.

Accessibility



The platform is compliant with Web Accessibility Guidelines (WCAG) 2.1 level AA.

Concentric at OUH

A step into the future

One of Oxford University Hospitals NHS Foundation Trust's most pressing needs was digital consent. Existing paper forms at the time had clear and obvious issues which many staff relayed to TheHill. Paper consent forms were:

- Easy to lose, often needing to be filled out multiple times.
- Kept in physical notes which weren't always found in time for procedures, leading to delays and cancellations of day surgery.
- Standardised across vast numbers of procedures and did not fit every procedure they were used for.

In 2021, the NHSx Adoption Fund supplied funding to implement, evaluate and scale up digital solutions which could improve the perioperative care pathway. Concentric was identified as a technology provider which could greatly reduce clinical time for High Volume Low Complexity patients and was thusly trialled in an eight-week feasibility study.

Following a rigorous procurement-led evaluation involving lead clinicians from services across the Trust, Concentric was selected to be the provider of digital consent for OUH, and in February 2024, began rolling out their solution across the institution.

As of September 2025, over 43,000 consents have been completed at OUH on Concentric.