



A patient empowerment app that displays live queue numbers, wait times, and travel time for all local and urgent treatment facilities.

SHREWD WaitLess is a patient-facing app that helps redirect patients to the most appropriate and fastest care facility, resulting in reduced pressure on busy A&E departments and system-wide load balancing.

The app presents real-time queue numbers, wait times and indicative travel time information for MIUs, UTCs and EDs across a locality, to empower patients to make informed decisions about where to seek the fastest treatment for minor illnesses and injuries.

The times shown on the app are combined to give patients the most accurate picture of how long they may spend at each location, allowing them to decide on the most appropriate setting to attend. The app also displays a full list of services available at each site, parking and opening time information, and non-emergency treatment options.

What makes SHREWD WaitLess different?



Reduces Target Breaches



Saves Valuable Time



Reduces Trust's Costs



Reduces UEC Pressure



Enables Live Visibility



Improves Patient Experience

Why SHREWD WaitLess?

Live Waiting Times

WaitLess is designed to display live waiting times across the whole local health economy.

Wait and Travel Time

WaitLess geo-locates users and combines approximate travel and wait times to estimate their total time-to-treatment.

View All Treatment Centres

Patients can view wait times for all MIUs, UTCs, WICs and EDs, as well as information on treatments offered.

Total Wait-Time Ranking

WaitLess displays, in rank order, facilities with the shortest time-to-treatment first.

Essential Facility Details

WaitLess provides essential information per location, from treatments offered to opening hours, accessibility, and parking.

Local Pharmacies

Local pharmacies are also displayed on the app, with details on their services, contact information and opening hours.

“ This is a great example of the type of innovation that should be offered to every patient as part of our long-term plan for the NHS. ”

Secretary of State for Health and Social Care