

Digital Transformation Case Study | ADHD Medication Titration Pathway

Scaling ADHD medication management for the NHS

How Clinical Partners delivered a 1,226% improvement in throughput by digitally transforming its end-to-end ADHD titration pathway on Salesforce in just two months and has now safely initiated thousands of NHS Right to Choose patients onto treatment.

Quick facts:

Organisation:

Clinical Partners Ltd

Programme:

Digital transformation of ADHD medication titration pathway

Technology platform:

Salesforce

Initial population:

Under-18 NHS Right to Choose (RTC) patients

MVP build window:

August 2024

Go live:

September 2024 (~2 months to live)

Release cadence:

Fortnightly, piloted before full release

Designed for:

National scalability; adult and shared-care extension

1,226%

Throughput increase
vs. same period prior year

6,000+

Patients safely initiated
onto treatment since Sep 2024

~2 months

MVP to live
agile, 2-week releases

NICE

compliant appointment cadence
automated and enforced

“

Effective integration of data capture, automation, clinical safeguards, and workflow orchestration into a single, scalable national service is now delivering measurable improvements for our NHS partners. We've established a scalable, digital-first model for ADHD medication management that can be replicated and adapted as clinical guidance and NHS priorities continue to evolve.”

Manisha Nundloll-Rice,
Head of Engineering, Clinical Partners

The gap between ADHD demand and digital capability and capacity

Demand for ADHD diagnostic services in England has increased significantly in recent years, creating a widening gap between diagnosis and access to safe, effective pharmacological treatment. While diagnostic capacity expanded, existing pathways lacked the digital infrastructure needed to manage high volumes, complex clinical requirements and long-term continuity of care at national scale. Clinical Partners faced a set of interlinked technical problems that together limited how many patients could be initiated onto treatment safely:

- **No unified digital system** to capture mandatory pre-titration questionnaires or validate physical health metrics.
- **Manual identity verification** created clinical and governance risk at the point of prescribing.
- **Fragmented scheduling** unable to reliably book multiple titration appointments or automatically pause and resume
- **No real-time clinician visibility** of risk indicators or incomplete data limiting proactive decision-making and readiness for audit.



Our solution: a single digital pathway on Salesforce

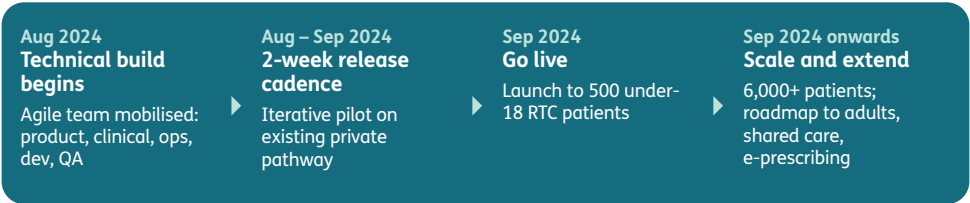
Following consultation with clinical, operational, governance and commissioner stakeholders, Clinical Partners set a clear objective: design and launch a digitally enabled ADHD titration pathway for NHS Right to Choose patients engineered for national scalability. Data capture, automation, clinical safeguards and workflows are integrated into one system.



- **Secure patient portal** for submission and validation of physical health metrics and automated triggering of clinically-validated questionnaires.
- **Identity verification** built into the pathway to reduce prescribing risk and strengthen governance.
- **Appointment scheduling** automating booking of multiple sequential titration appointments combined with the ability to pause and resume patients.
- **Clinician workflow support** through standardised templates, automated patient reminders, and integrated outcome reporting removing manual administration.
- **Programme governance** managed complex decisions on patient communications, data privacy approvals, prescription mechanisms and shared care requirements ensuring full clinical governance and regulatory compliance.

Delivery: MVP to live in under two months

A tightly-scoped MVP was delivered by a cross-functional team, releasing iterative improvements to the existing private pathway every two weeks and pilot-testing with small patient cohorts before launching the first NHS release to 500 under-18 RTC patients in September 2024.



Outcomes: clinical, operational and organisational

The transformed digital pathway has delivered impact in five key areas:

- **Scale and access:** 6,000+ NHS RTC patients safely initiated onto ADHD treatment which is a 1,226% throughput increase year-on-year.
- **Clinical outcomes:** Adults show a significant average 3.1-point improvement in Mental Health Quality of Life. Children and young people show a 5.1-point improvement in YP-CORE.
- **Patient experience:** The pathway improves access to treatment for patients and families and enables more consistent care.
- **Safety and governance:** Clinicians have complete physical health metrics and validated symptom scores at every review, and NICE-compliant appointment intervals are automated and enforced.
- **Operational efficiency:** Automation of questionnaires, scheduling and documentation has removed large volumes of manual admin, enabled a dedicated titration team, and supported several thousand patients to date.

A reusable, extensible and scalable solution

The platform was built to be reusable. The same architecture, data model and workflow engine now form the foundation for a phased roadmap:

- **Adult ADHD titration** extends the pathway beyond the initial under-18 cohort.
- **Shared care reviews** supporting long-term continuity between specialist providers and primary care.
- **Quality-of-life measurement** at scale embedded into the pathway.
- **Electronic prescribing** closing the loop between clinical decision and accessing medication.

Let's talk about scaling this in your system

Visit for more information:

<https://www.clinical-partners.co.uk/working-with-the-nhs/>

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