Ambulatory Emergency Care (AEC)

- GP referral
- A&E referral
- AMU
- Medical Specialty
- Home
AEC ward activity (Dec 2012 – Aug 2013)

AEC ward admissions 492

Discharges 337

AMU admission 49

? Outcome 106
AEC clinic activity (Dec 2012 – Aug 2013)
<table>
<thead>
<tr>
<th>Staffing</th>
<th>October 2013</th>
<th>June 2014</th>
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<tbody>
<tr>
<td></td>
<td>One consultant</td>
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<td>One HCA</td>
<td>Band 7 nurse</td>
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<td>Rotational Band 5 and Band 3</td>
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Reception

ACU system 'access database'
NHS number

Daily - managing the lists
Times, date, referral sources, reason for appointment, new, follow-up, did not attend.

Measures and quality assurance

Hospital inpatient system
- Readmission
CODING

Discharge letter

Doctors

Nurses
Patient referral → Consultant → Telephone triage

Patient arrival → Reception → Patient admitted to AEC ward
AEC leaflet

Patient Triage → HCA → Triage – Observation
Bloods/ ECG/ MSU

Consultant review and decision

Patient in AEC ward → Junior doctor/ Nurse practitioner/ Consultant → Clerking/ assessment / further investigation/ treatment

Discharge → Junior doctor/ Nurse practitioner/ Consultant → Diagnosis/ TTO/ GP letter
### October 2013
- **Staffing**
  - One consultant
  - One junior doctor
  - One nurse
  - One HCA

- **Average numbers seen per day in AEC unit**
  - 21.5 patients per day
  - Average 7.8 new patients per day

### June 2014
- **Staffing**
  - One consultant
  - One junior doctor
  - Part time nurse consultant
  - Band 7 nurse
  - Rotational Band 5 and Band 3

- **Average numbers seen per day in AEC unit**
  - 30 patients per day
  - Average 15.8 new patients per day

### Activity breakdown
- **October 2013**
  - Blank: 20%
  - New: 31%
  - Follow-up: 44%

- **June 2014**
  - Follow-up: 48%
  - New: 52%

*Note improvement in new:follow-up ratio*
DVT

3.15 appointments per patient (range up to 34!)

2013

DVT pathway with follow-up: 45% of patients receive just one follow-up visit

19% receive two follow-up visits

36% patients receive 3 or more follow-up visits
8% patients received more than 8 follow-up visits

1.55 appointments per patient (range up to 6)

2014

DVT pathway with follow-up: 63% of patients receive just one follow-up visit

23% receive two follow-up visits

8% received 3 or more follow-up visits
3% received more than 6 follow-up visits
• Set an internal target to review all patients within 1 hour of their time or arrival

• 74% patients are seen within one hour (88% within 2 hours)
In context with AMU

![Bar chart showing percentage discharged by length of stay for 2013 and 2014 totals.]

- 0 length of stay: 2013 Total: 25%, 2014 Total: 50%
- 1 length of stay: 2013 Total: 40%, 2014 Total: 30%
- 2 length of stay: 2013 Total: 10%, 2014 Total: 5%
- 2+ length of stay: 2013 Total: 5%, 2014 Total: 2.5%

Percentage discharged vs Length of stay.
Patient feedback....
http://youtu.be/wvlvZ7KiDYk
Future

- Shared aim and definitions with commissioners
- Strengthen our links within the community services and GPs
- Staff development and skills acquisition
- Strong links with informatics/coding
- Patient experience [Friends and Family – monitoring data]