The 12th International Scientific Conference
The Society for Acute Medicine

Bournemouth International Centre
20 – 21 September 2018

Acute Medicine at SaSH
Dr Ben Mearns
Overview

We:
• Serve a growing population of over 535,000
• Have 4,200 staff
• Have 691 beds at East Surrey Hospital
• Have 14 theatres

Challenging year:
• National context
• Local context:
  • Demand
  • Sustainability (clinical and financial)
  • Patient experience

SASH people:
• Built on commitment and dedication of staff and teams across SASH
Strategy on a page

Patient

Vision
We will pursue perfection in the delivery of safe, high quality healthcare which puts the people of our community first.

Values
- Safety and quality
- Dignity and respect
- One team
- Compassion

Strategic objectives
- safe
- effective
- caring
- responsive
- well-led

Current priorities
- Reduce avoidable harm
- Improve discharge planning
- Create best environment for patients
- Timely access to services
- Improve staff health wellbeing and working lives

Through integration and partnership we aim to become both a provider and employer of choice.
SASH stats
On average each month during the last 12 months there were...

- **2,807** Ambulance arrivals at A&E
- **8,383** A&E attendances
- **3,075** Emergency admissions
- **31,894** Outpatient appointments
- **3,181** Day cases
- **1,054** Planned procedures
Take-o-gram for Sunday 2 September 2018
Take-o-gram for Monday 3 September 2018
The units

**Acute Medical Unit**
- 44 beds

**Short Stay General Medicine**
- 48 beds

**Kingsfold ambulatory emergency care unit**
- 12 day beds
- 6 reclining chairs
- Large waiting room
- 5 clinic rooms
Leadership

- Amanda Becker, ward manager
- Kate Weller, matron
- Natalie King, clinical lead for acute medicine
- Hanadi Asalieh, lead consultant, short stay
- Martin Dachsel, lead consultant, AMU
- Radha Selvaratnam, lead consultant, ambulatory
- Sara Begg, lead administrator
- Sarah Vigor, lead physician associate
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Waiting times unacceptably long with poor excuses...

About: East Surrey Hospital

Posted via NHS Choices four years ago

You are very high on spin but very low on substance. Treatment was diagnosed at 09.45 by a specialist, the treatment not carried out until 19.00! Eight hours to get urgent treatment! (Not mentioned on your moving wall paper display systems). X-Ray no waiting. To take blood took two hours.(12 regular patients in front on taking ticket). Your priority blood taking system over doubled this number!! (Not a good idea to have two systems in the same place every patient should be a priority, no queue jumpers please. Better not be bupa ). Waiting in AMU to to be admitted for this urgent treatment , I witnessed doctors walking about like headless chickens, not knowing what rooms to use. Doctor starting consultation for admittance with incorrect patient notes. Doctor needed to be told that urgent treatment was required please, patient obviously in great pain. Excuse for delay was, waiting for blood test! Doctor called to office and going during consultation! Not a good impression, if you are not getting the simple things right then trust goes out the window. East Surrey hospital is a cold and breezie place, particularly felt in waiting areas. Talks up the need for hygiene, but has out of order hand dryers in toilets! Uses vdu to display to show inane information. Cheapest car parking, when it should be free and ample, is the only info I can recall, it is not a good idea. Better to but a Donald Duck short on. What are these costing the NHS? In no way what so ever am I criticising the medical staff I met. They were wonderful, even though they were over worked and tiered. Some going that extra mile. This was due to their character and love of what they were doing, not from higher 'management'. Lions lead by donkey's spring to mind.
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Developing our service

A&E

Kingsfold Unit
Outstanding care Kingsfold unit

About: East Surrey Hospital / General surgery

Posted via NHS Choices 8 months ago

Today - 17th January 2017, spent several hours at the #EastSurreyHospital, #KingsfoldUnit, going through a thorough medical check up. I was really impressed with the nurses, doctors and all the staff being dedicated, caring and courteous from start to finish. As someone who rarely visits hospitals/doctor must say these amazing staff deserve 5******, there is simply no cause for any complaint, no cause to moan and groan. These over worked staff simply did an amazing work. couldn't have asked for any better treatment. I have to come back for further checks on Friday 19 January as the doctors simply want to ensure a thorough diagnosis. Very Impressed!

Really proud of living in a "GREAT" country like the UK, where the standard of care at the NHS hospitals is world class and simply 2nd to none. Thanks you!
Impressed by the Kingsfold unit

About: East Surrey Hospital / General medicine

Posted by Aston (as a service user), 5 months ago

I was referred to to Kingsfold Unit by my GP at short notice. On my arrival I was seen immediately and over the next three hours was given a number of blood tests, scans, x-rays and other examinations, followed by a thorough debrief with the doctors.

I was greatly impressed with the helpfulness of the doctors, nurses and the ancillary staff and with the efficiency of the examinations. The NHS at its best!
Kingsfold Unit, AMU

About: East Surrey Hospital / Accident and emergency  East Surrey Hospital / Respiratory medicine

Posted by Slmcg47  (as the patient),  2 months ago

Admitted with breathlessness....initially to Kingsfold......what an addition to the services at ESH.  Marvellous, attentive treatment by kind professional and courteous staff. Got a diagnosis very quickly after several tests. Moved to AMU......disappointed at first....not the comparative luxury of Kingsfold. ...but very well equipped for purpose...again staffed by professional, caring staff. Next morning moved to Tilgate. In a ward with five ladies, two of them profoundly disabled, two with dementia....... I witnessed these patients treated with the absolute best of care, by staff who were already overworked. My care was also exemplary, food acceptable....... cleanliness witnessed was impressive, staff were routing for me to get home......thank you ESH.... never been overnight in hospital before in 70 years.. was made comfortable, safe and informed,
IMPROVING THE MANAGEMENT OF DIARRHOEA

As a result of the SASH+ improvement methodology, a wide range of practical changes have been made across the Trust, including:

**Posters** in all patient bathrooms to raise awareness and encourage patients to report symptoms as soon as they experience them.

**Stool stickers** in the multidisciplinary notes after the patient has had their first episode of type 5-7 stools as a visual control to alert the medical team.

**Nursing patient handover safety checklist**

**Stool charts** and standard work for their use.

**Personal care packs** to reduce the time it takes for nursing staff to gather supplies and equipment to attend to personal care needs.

SUCCESS AT SASH

0% the percentage of patients without a stool chart to record their bowel function (was 89%)

91% less time from identification of symptoms to differential diagnosis (from 33 hours to 6 hours)

62% less time from a differential diagnosis to delivery of the treatment plan (from 29 hours to 11 hours)

5 hours the time it takes from identifying symptoms to moving the patient to a side room (was 20 hours)
What can we share?

- Recruit and promote based on values and behaviours
- Education, education, education
- Create a diverse team working at the top of their licence
- Champion generalism
- Train the team in quality improvement
- Happiness
Thank you

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Chief of Medicine

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