

AEC Site Visit – Team Preparation.

An essential first step of your engagement with the Ambulatory Emergency Care Delivery Network is a site visit by the AEC Programme Team. The aim of this visit is to meet the team and gain a better understanding of your current services, future aims and ambitions. A key part of the visit is 'walking the patient pathway'. This works best when all members of the team are involved. The tour should include all areas where an AEC patient may enter the hospital e.g. start in ED walking through to the unit or ward where AEC is provided, including any areas where you have plans to expand AEC. Throughout the visit there will be open discussion with the programme team where they will suggest 'quick wins', learning from other sites and connecting you with sites that have a similar model. This visit will help the team to work with you to provide bespoke support and advice as needed for your AEC project.

Once the site visit date has been agreed a draft agenda, team form and a short activity Proforma will be sent to the Trust Project Lead for completion and return prior to the visit.. The site visit will be scheduled for 3 hours and the agenda will be as follows:

- Trust Team to give a presentation on the current AEC Services and any future aims and ambitions for AEC
- AEC Programme Lead to give an overview, via a presentation, of the AEC Programme and what is happening nationally
- AEC/Trust Project Teams to walk the patient pathway
- Discussion/Q&A Session

Information and measurement are an essential part of the programme and for the visit to be most beneficial to you and your team it is important that the entire core team attend if possible and that the team includes your Information Lead and ideally representation from primary care or commissioning.

If any members of your project team would like to cover particular elements of AEC or have specific questions it would be helpful if they could be provided prior to the visit in order that the programme lead can cover this in the presentation.

To summarise there are a few things that are required prior to the visit, The Trust Project Lead will:

- complete and return the team form
- complete and return the measurement form
- send details of any specific issues/questions you would like covered during the meeting
- provide details of meeting room booked for site visit
- confirm, if there is more than one site, which site the AEC Team will be visiting
- provide details of the person meeting the AEC Team, including name, contact number and where the AEC Team should report on arrival, along with a trust map
- provide contact details of a local taxi firm
- provide details of local train station and/or nearest underground station

Following on from the site visit each trust will be provided with feedback from the Programme Lead which will include any actions agreed during the meeting.