

Ambulatory Emergency Care at South Tyneside NHS Foundation Trust

Background

The Ambulatory Emergency Care Service aimed to:

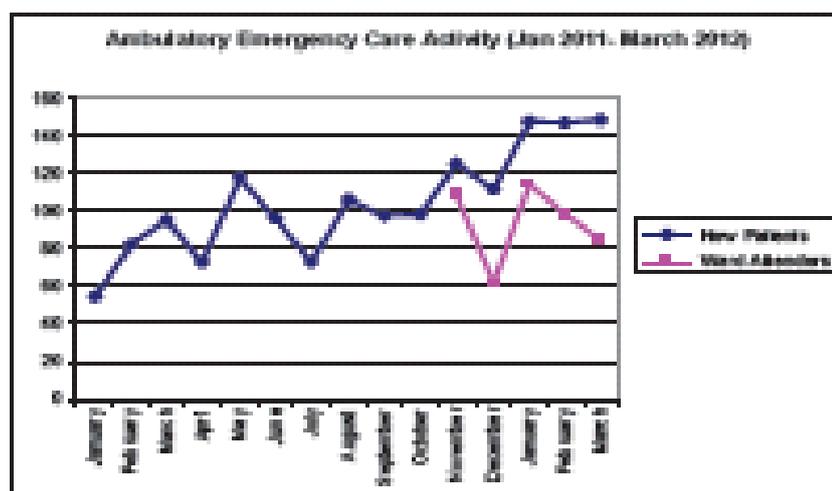
- reduce avoidable emergency admission to hospital
- improve patient experience
- provide a cost effective and efficient service
- provide a safe alternative to admission to hospital
- improve flow through A&E and Emergency Assessment Unit

Tools Used

- AEC Directory
- Patient feedback
- Financial Analysis
- Readmission Rates

"The service was very good, my mother had been admitted 2 days previously, this visit was much better."

"I think the ambulatory emergency care service works really well and I could not fault the treatment I had".



Improvement so far

- Reduction in emergency admissions
- Low readmission rate
- Reducing emergency readmission
- Financial savings to commissioners
- Improved patient experience

Challenges

- Reducing inappropriate referral
- Ring-fencing beds
- Impact of 'direct referral' ambulatory on A&E CQI 1 performance
- Development of local tariff

Results & Next Steps

- Dedicated accommodation
- Incremental roll out of pathways continues
- Integration with community urgent care services
- Development of dedicated medical support