

Ambulatory Emergency Care at The Royal United Hospital Bath

Background

In the past 6 months we have expanded the existing ambulatory care service for medical patients and we are running a pilot for surgical ambulatory care patients. .



Tools Used

- AEC Directory
- Experienced Based Design



Improvement so far

- Launched Medical Therapies Unit for elective work previously treated in ambulatory care.
- Piloting 3.5wte additional ambulatory care MNPs
- Streamlined Ambulatory Care flow from ED.
- Pilot of consultant led surgical ambulatory care clinics running week day mornings
- Pilot of additional consultant led emergency category C/D theatre lists running 3 week day afternoons per week.

Challenges

- Winter pressures
- Agreeing funding for extending surgical pilot

Results & Next Steps

- 50% increase in medical ambulatory care attendances since April 2013 (aim to increase by 100% by March 2014)
- 96 patients seen in surgical ambulatory care clinic in May 2013
- 83% of patients attending the surgical clinic are saved one or more nights in hospital
- Agree substantive funding for MNPs and surgical pilot.
- Ensure ambulatory care units continue to be ring fenced through winter pressures.
- Pilot 7 day opening.

**Ambulatory
Emergency Care**

