

Ambulatory Emergency Care at University Hospitals Bristol NHS Foundation Trust

Background

Vision for AEC created 2 years ago. Dedicated Ambulatory Emergency Care Unit opened in August 2012 close to ED and MAU collocating Thrombosis Nurse Service, Pathology Day Unit and GP Support Unit. Out of Hours the facility is used by the OOH GP service.

Tools Used

- AEC Directory
- AEC Strategy
- 8 standardised emergency medical pathways
- Governance structure and operational policy
- Communications Strategy



University Hospitals Bristol NHS Foundation Trust AEC Unit in Bristol Royal Infirmary

Improvement so far

- Local AEC Directory
- 8 standardised emergency medical pathways
- Dedicated unit
- 2 new specialty 'hot clinics'
- Nurse pathway facilitators

Challenges

- Retaining service delivery in escalation
- Developing the staffing model
- GPSU procurement

Results & Next Steps

- Staffing model & recruitment
- Further pathways
- Improved integration with GPSU
- Improved data recording
- Local AEC tariff
- Expand to 7 days

