

Ambulatory Emergency Care in North Cumbria

Background

The North Cumbrian approach is collaboration between acute trust, primary /social and mental health partnership trust and our OOHs provider Cumbria Health on Call. There is a nurse led ambulatory service established in one area with a second integrated service which commenced on June 3rd. This involved staff from primary care and acute care combining to establish a new stand alone service.

This is part of the full integrated emergency flow model to ensure the patient is assessed by the right person, in the right setting in a timely manner.

To reduce length of stay and where appropriate prevent admission to an acute inpatient bed.

Tools Used

- AEC Directory
- Return on investment
- Intension to trial the AMB score system
- Workshop for sustainability tool



Improvement so far

- Streamlined patient flow
- Senior clinical input with collaborative care team
- Designated and protected area to work
- Different organisations agreeing and involved in model
- Extension of opening hours
- Recognition of importance of function

Challenges

- Separate organizations working together to provide ambulatory care.
- Acute Trust acquisition by Northumbria foundation trust.
- Financial constraints
- Clinical governance issues
- Developing staff and service together
- Maintaining links with primary care

Results & Next Steps

- Ambulatory care staffed from different organisations being brought under one umbrella.
- Develop support from ACP model
- Development of Nurse Practitioner role
- Release GPs from the unit to develop nurse led unit.
- Data Capture

**Ambulatory
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