

Ambulatory Emergency Care at The Pennine Acute Hospitals NHS Trust

Background

This is a four site trust serving a health community with a variety of differing health needs. Four bespoke models of AEC have been designed at each site

Tools Used

- AMB score
- Experience based design
- Data analysis
- training of Advanced Nurses
- Measurement guide
- Directory of AEC conditions



Improvement so far

- Better patient experience
- Dedicated GP phone line
- Patient streaming to AEC
- Increase in AEC activity
- Rapid diagnostics
- Reduced waiting times
- A cultural shift to AEC
- Scheduled emergency appointments
- Improved patient flow through the hospital

Challenges

- Variation of approach
- Delays in GP arrivals
- Resistance to the AMB score

Results & Next Steps

- Expand ANP's
- An integrated AEC team including social care
- A reduction in non elective admissions
- Improved patient experience
- LOS reduction
- Reduced bed days used, helping to close more than 90 beds across 4 sites.

