

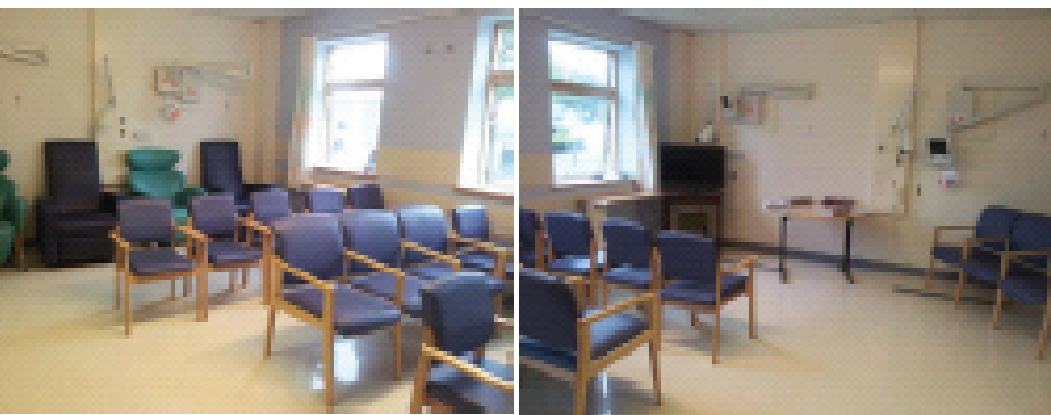
Ambulatory Emergency Care at Calderdale & Huddersfield Foundation Trust

Aim

To reduce hospital admissions/stay and provide treatment in the community (where possible) whilst maintaining an excellent patient experience

Tools Used

- Multiple clinical pathways
- Ambulatory directory
- Experience based design



Ambulatory Assessment Unit (AAU) waiting room and signs



Improvement so far

- Dedicated doctor & nurse for the ambulatory unit
- New clinic & waiting room
- Sustained increase in patient numbers
- Excellent patient feedback
- Expansion in range of conditions seen

Challenges

- Determining suitable patients
- Avoiding being used as a waiting room for MAU beds
- Out of hour (OOH) staffing issues & providing OOH cover
- Limited resources OOH

Results & Next Steps

- Seeing approx 200 patients per month
- Developing nurse led pathways
- Expansion to OOH cover
- Re-audit patient experience