

# "Amazing Excellent Care"

*that's what our patients say about our service*

## background and tools

### Our guiding principles

- clinical quality
- partnerships
- streamlined services
- ease of access
- innovation
- effectiveness and efficiency
- patient safety
- excellent patient experiences

### About us

- Pilot started in October 2013
- AEC was launched at one site - Worcestershire Royal
- Operates five days a week
- Access by GP referral, or in-reach to A&E
- Currently rolled out for medical admissions



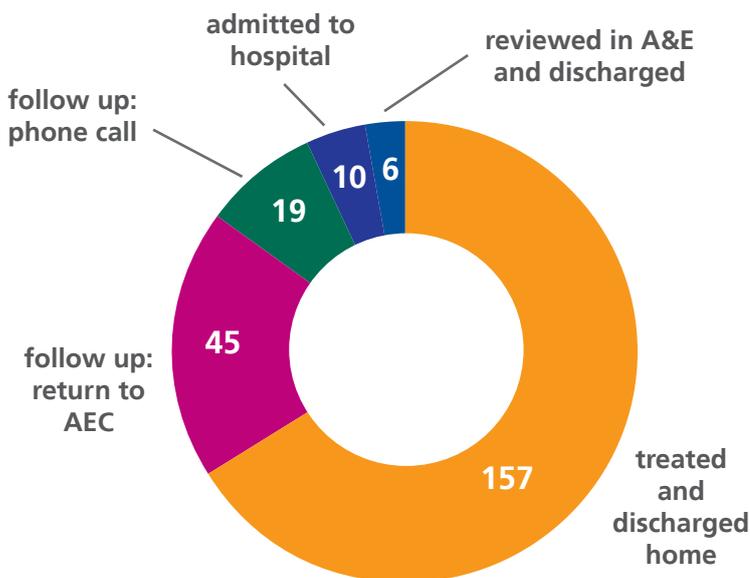
We're all about **same day** emergency care



Carolyn Robertson from the Network and Clarissa Murdoch from Whittington NHS Trust joined our Deputy Chief Executive Chris Tidman, and AEC team to launch **same day** emergency care in our hospitals.

## 237 admissions prevented

A breakdown of our AEC visits from 1 March 2014:



## improvement

- efficient patient flow
- shorter length of stay
- fewer patients waiting in A&E
- greater patient satisfaction

## challenges

- coding and data collection
- staffing
- equipment
- accommodation
- access to timely diagnostics/point of care tests

## next steps

- review success and areas for improvement
- rollout to other sites
- review resources and space
- consider increased operating hours
- equipment - looking into point of care testing

