

"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

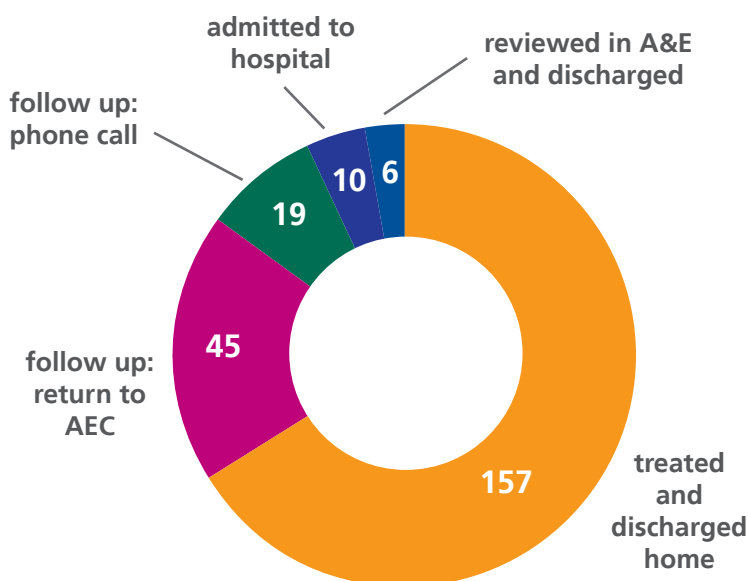
About us

- 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



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