

Ambulatory Emergency Care at Countess of Chester NHS Foundation Trust

Background

ACU has been developed as a consultant led service designed to deliver emergency medical care without hospital admission through rapid assessment, diagnosis, treatment plan of care and collaboration with partners in the community & social care

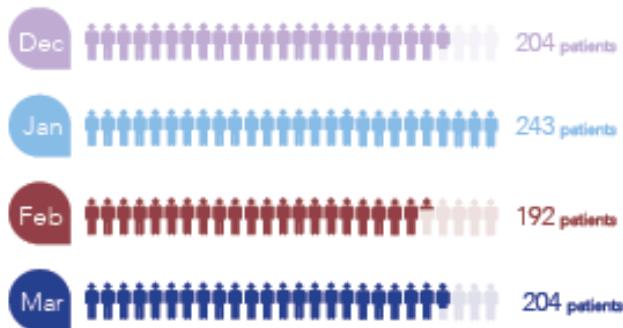
Tools Used

- Sustainability Tool
- GP referral criteria
- Patient Experience
- Surgical Pathways

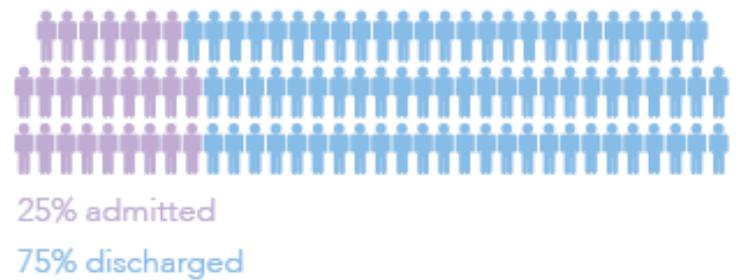


ACTIVITY

Results are received and a treatment plan is created, medication arranged and patient can be discharged.



ADMISSION RATE



Improvement so far

- Surgical Pathways
- Developed Frailty pathway with Rapid Response team
- Heart Failure & Ascites pathways
- GP sessions (6 days per week)

Challenges

- 'Selling the concept'
- Developing a dashboard which captures the activity
- Demonstrating benefits of service through reduction in bed days

Results & Next Steps

- 0 Length of stay > 40%
- New patient waiting area
- Saturdays start 3rd May 2014
- Develop vascular pathway
- Expand GP admissions
- Expansion of review clinics

