

# The Ambulatory Emergency Care Unit

at Croydon Health Services NHS Trust

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## Background

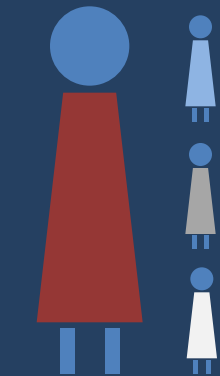
Dedicated AEC Unit created as part of AMU re-development December 2012  
One of the busiest Emergency Departments in South London  
The AEC was under-utilised and under-developed

A number of interventions have been employed over the past 10 months. Staff recruitment has enabled greater in-reach into ED, and a novel referral method allows triage nurses to refer directly to the AEC Unit

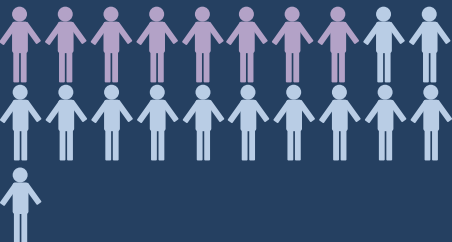
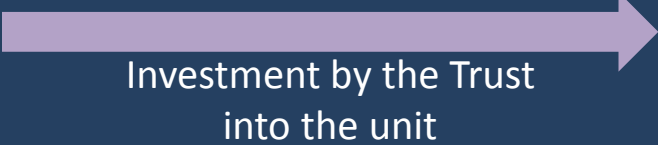
## Tools Used

- Patient experience
- MDT approach
- Small tests of change (PDSA)
- Information services
- Finance data

### October 2013



One consultant supported by one nurse, one HCA and one junior doctor



8

New Patients per Day



100%

increase in new referrals

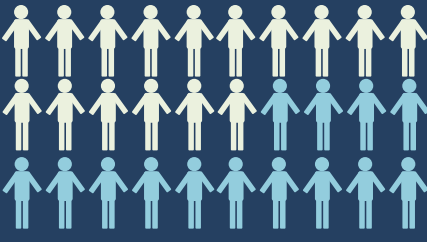
ED new referrals: Average 1 per day  
Average of 21 patients seen per day in unit

### June 2014



Investment has seen Emergency Nurse Practitioners welcomed into the unit

16



New Patients per Day

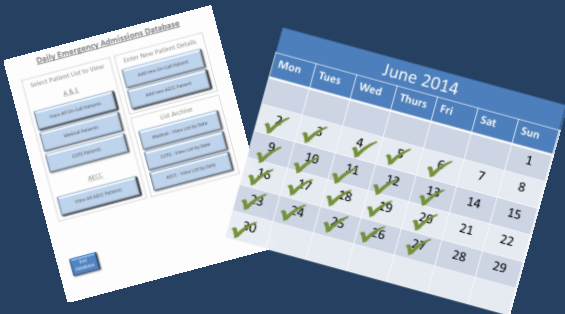
ED new referrals: Average 5.4 per day  
Average of 30 patients seen per day

DVT follow up attendances (Average)

3.15  
Range 1-34  
per patient

Reduction in clinic use  
Improved diagnostic and treatment pathways

1.55  
Range 1-6  
per patient



Documentation of activity has improved following the introduction of a shared database for use by clinical staff, reducing lost data (data records for October 2013 available for 61% of active days, 100% data available for June 2014)

## Challenges

- Management support initially
- Challenging set practices
- Engaging colleagues in ED

## Next steps

- Continue to improve referrals from ED
- Medical procedures
- Joint service with Acute Oncology
- Develop more community pathways