

The Ambulatory Emergency Care Unit

at Croydon Health Services NHS Trust

Dr Radha Selveratnam, Cindy Borni, Dr Christopher Bell

Background

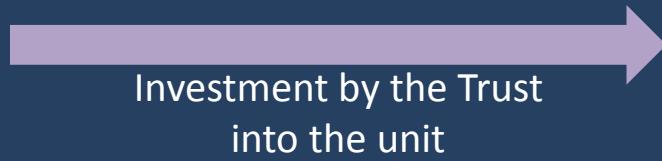
Dedicated AEC Unit created as part of AMU re-development December 2012
One of the busiest Emergency Departments in South London
The AEC was under-utilised and under-developed

Tools Used

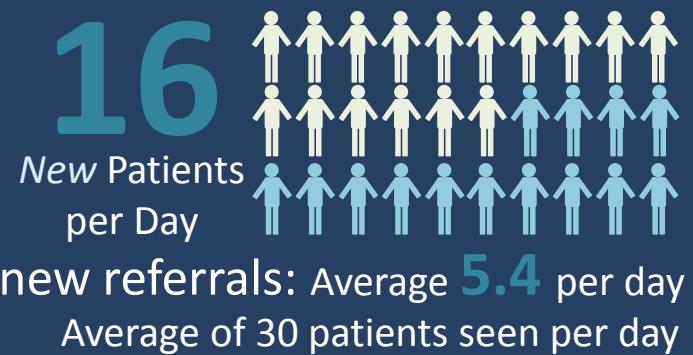
- Patient experience
- MDT approach
- Small tests of change (PDSA)
- Information services
- Finance data

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

October 2013

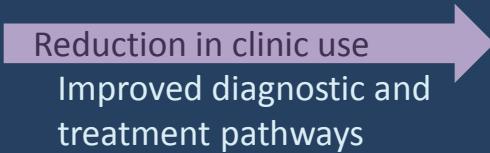


June 2014

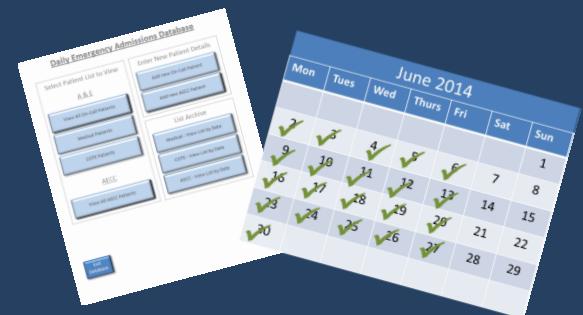


DVT follow up attendances
(Average)

3.15
Range 1-34
per patient



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