

Ambulatory Emergency Care at Kingston Hospital FT

Background: To ensure patients are treated in the most appropriate area for their condition, allowing our patients to return to their own homes overnight. To increase the quality of care to patients, provide our commissioners with cost-effective consultant ACP led treatment options and avoid unnecessary acute admissions.

Tools Used

- Mass mail drops to all GP surgeries within our local PCT's
- Internal communications with specialties
- Dedicated management group
- Direct link via mobile held by ED consultant / ACP for GP's to obtain advice and make referrals

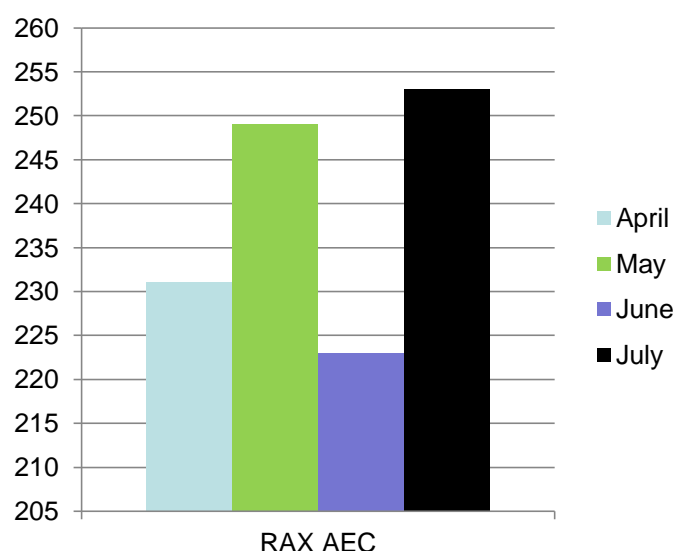
Improvement so far

- Expedited inpatient discharges – completion of treatment via AEC
- Working towards the use of AMB scores rather than bespoke pathway criteria
- Dedicated ACP lead for the AEC



AEC lead nurses - Andy & Alex

Activity this year



Challenges

- Staffing – obtaining funding for expansion of working hours and volume of activity
- Capacity in a pressurised trust – protecting the AEC trolleys from escalation

Next Steps

- “off-pathway” options for referrers
- “Hot” clinics to review patients
- Increasing shared learning via inclusion in the network
- 7 day service
- Open service to other specialties

