

Ambulatory Emergency Care at St George's Healthcare NHS Trust

Background

St George's hospital hosts a Ambulatory Assessment Area (AAA) to help ensure all suitable medical patients receive the same day emergency care to avoid unnecessary hospital admissions. Specialist treatment is geared towards improving patient experience and patient outcome.

AAA Service Details

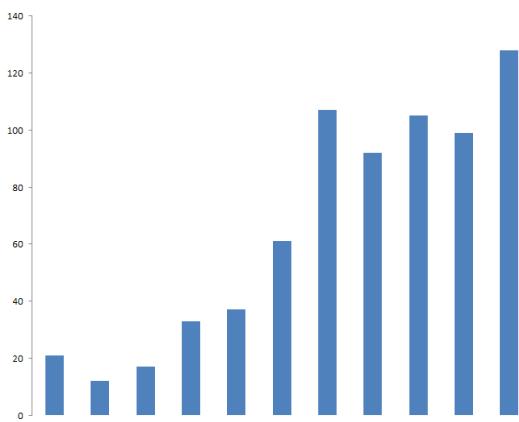
- 9am – 9pm Monday-Friday
- Treats medical patients via ED/GP
- 6 trolleys
- Clinics 9am - 6pm Monday - Friday

Tools Used

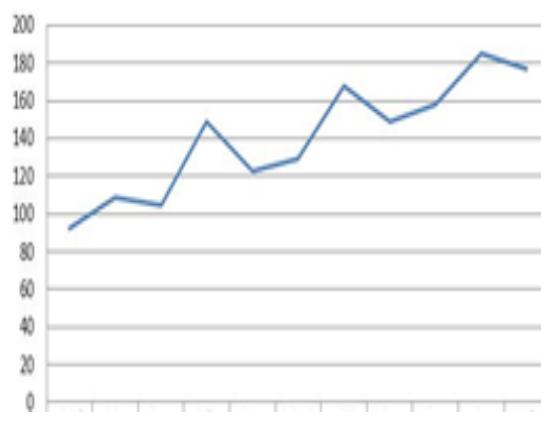
- Ambulatory Score Tool
- AEC Directory
- Experience Based Design
- AEC Workshop

| AMB SCORE |
|---------------------------------------|
| < 80yrs |
| Access to transport |
| Intravenous treatment not anticipated |
| Not acutely confused |
| MEWS Score = 0 |
| Not discharged within previous month |
| Total Amb Score (max 6) |

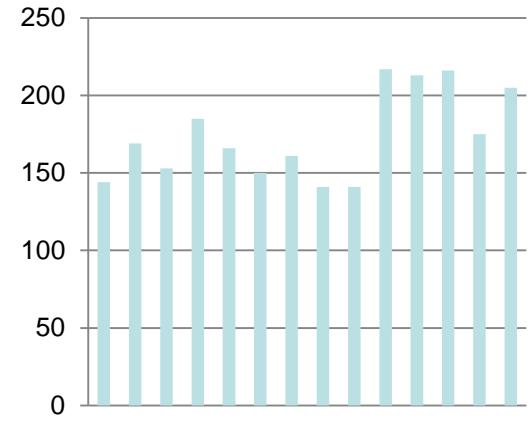
Locally adapted ambulatory score tool



Clinic activity by month April 2013 – May 2014



AAA Trolley activity April 2013 – Feb 2014



ED referral activity April 2013 – Feb 2014

Improvements so far

- Increased AAA activity
- Direct GP to AAA consultant referral
- Trust engagement

Challenges

- Awareness, patient flow
- No direct ambulance access

Next Steps

- AAA referral for GP ambulance referrals
- Launch of Surgical Assessment Unit
- Inclusion of additional specialties
- Conversion of facilities to include infusion treatment chairs

