

Ambulatory Emergency Care at University College Hospital London NHS Foundation Trust

Background

The AEC unit opened in December 2013- patients are referred from GPs and the Emergency Department to the AEC Consultant five days a week for access to same day diagnostics, assessment and treatment. The AEC team also provide a ward follow-up service to facilitate reduced length of stay on the Acute Medical Unit. The unit comprises two clinic rooms and is co-located with the Acute Medical Unit.



Improvement so far

- Positive patient experience
- Encouraging feedback from GPs
- Referrals gradually increasing as awareness of service grows
- Building links with the ED
- Nurse Consultant role in DVT pathway

Challenges

- New model of working- still being embedded...
- Consultant provided rather than consultant led-may require review
- Activity is inconsistent as yet

Results & Next Steps

- Completed 'test week' based in the ED to increase referrals from ED- positive outcomes
- ED expansion case to include co-located AEC
- Review role of acute medical registrar in AECU

