

Identifying AEC Patients

Bolton NHS Foundation Trust

The challenge

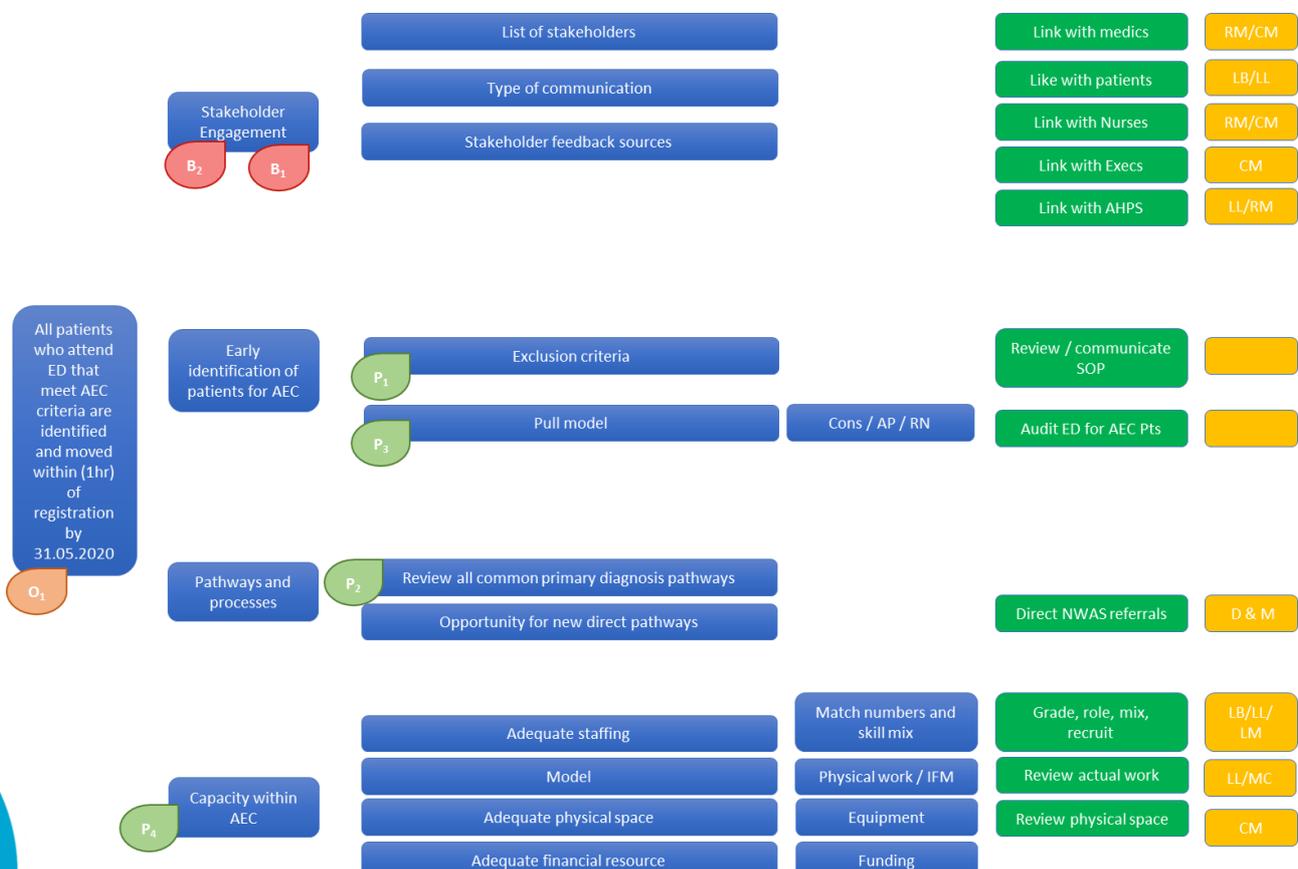
Bolton NHS Foundation Trust was part of the Ambulatory Emergency Care Network (AECN), and one of the trusts looking at AEC pathways.

The aim of their AEC project was to ensure all patients who attend ED that meet AEC criteria are identified and moved within (1hr) of registration.

However they were also in the midst of moving the unit to a new location.

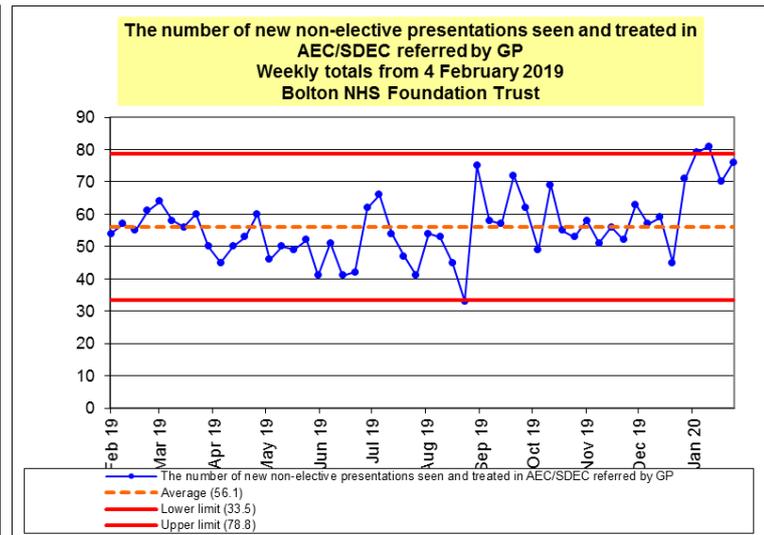
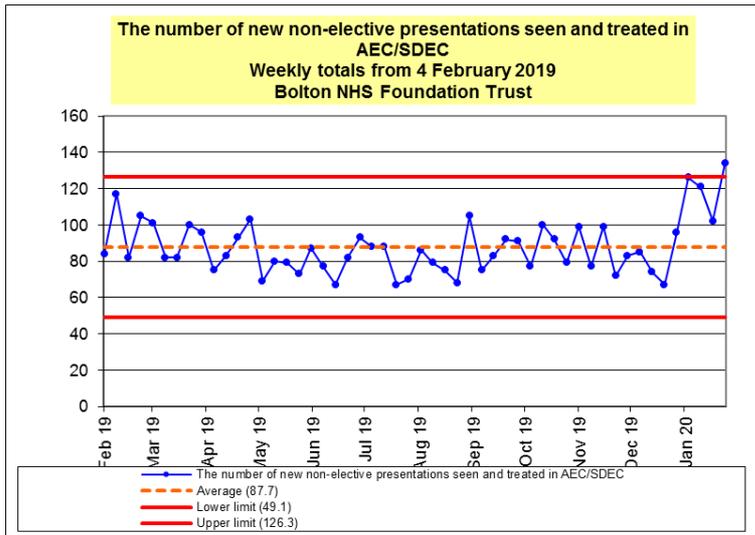
What they did

The team participated in 2 of the 3 workshops provided by the programme, using the time as a team to understand and discuss options for improvements and how they could implement them in the new unit. Bolton had the data analysis and casefile review feedback, on the same day before their measurement workshop. This gave them the opportunity to consider how the new department needed to be set up physically and operationally to improve the AEC service, whilst the information was readily available.



They focused on ensuring that all AEC patients were appropriate and streamed efficiently. They have been developing their direct referrals from NWS and monitoring ED for AEC patients through virtual and real board rounds. They also relocated the AEC unit to a more purpose built and operationally effective position.

What they found/achieved (the outcomes/data)



There was the beginning of a positive shift, showing an increase in the number new non-elective presentations in AEC, in mid-December 2019. This may have been due to the team preparing for the move to the new department. There is also a period of a negative shift May to Sept 19, probably due to normal seasonality. In December 19 there was also a positive correlating shift in the number of GP referrals to AEC, were as ED referrals remained the same.

'We have found the combined analysis feedback and measurement workshop, really useful. It meant that the team had the feedback fresh in their minds to then focus on what they really needed to concentrate on, to have an impact'

Next Steps

Once settled in their new unit, the team hope to continue to increase the number of direct GP referrals and ensure any patients that attend ED are streamed quickly to AEC.

For further information, please contact:

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