

Removing Waste Capacity

North Cumbria University Hospitals NHS

The challenge

North Cumbria University Hospitals NHS 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 address the issue of wasted capacity through AEC by working with specialities to improve access to emergency clinic appointments.

What they did

The team participated in 2 workshops provided by the programme, taking the opportunity to discuss known issues and agree changes to improve. The data analysis and casefile review feedback, gave them the evidence they needed to approach speciality colleagues to discuss reducing the use of AEC for emergency clinic appointments. They had challenges with facilities, but were hoping to move in the near future to resolve this.



What they found/achieved (the outcomes/data)

To target the specialities that had the most wasted capacity through AEC, the site decided to run a short audit of all AEC patients, using a survey monkey, to establish where to focus their attention

Their sustainability assessment, scored 48 showing they were at risk of not succeeding with their plans for AEC. It highlighted that they had improvements to make to their infrastructure, and that the support and engagement from senior and clinical leaders needed work to ensure the staff could achieve what was being asked of them, as well as being included in the process and trained appropriately.

'The analysis feedback and workshops have helped us realise that we need to do more investigation work before making changes'

Next Steps

Following the results of the survey monkey the team would work with the most impacting speciality to reduce the wasted capacity in AEC.

For further information, please contact:

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