



Norfolk and Norwich Hospitals NHS Trust

Our Surgical AEC Journey



Background

- Inception
- Scope
- Focus Groups
- Process Mapping



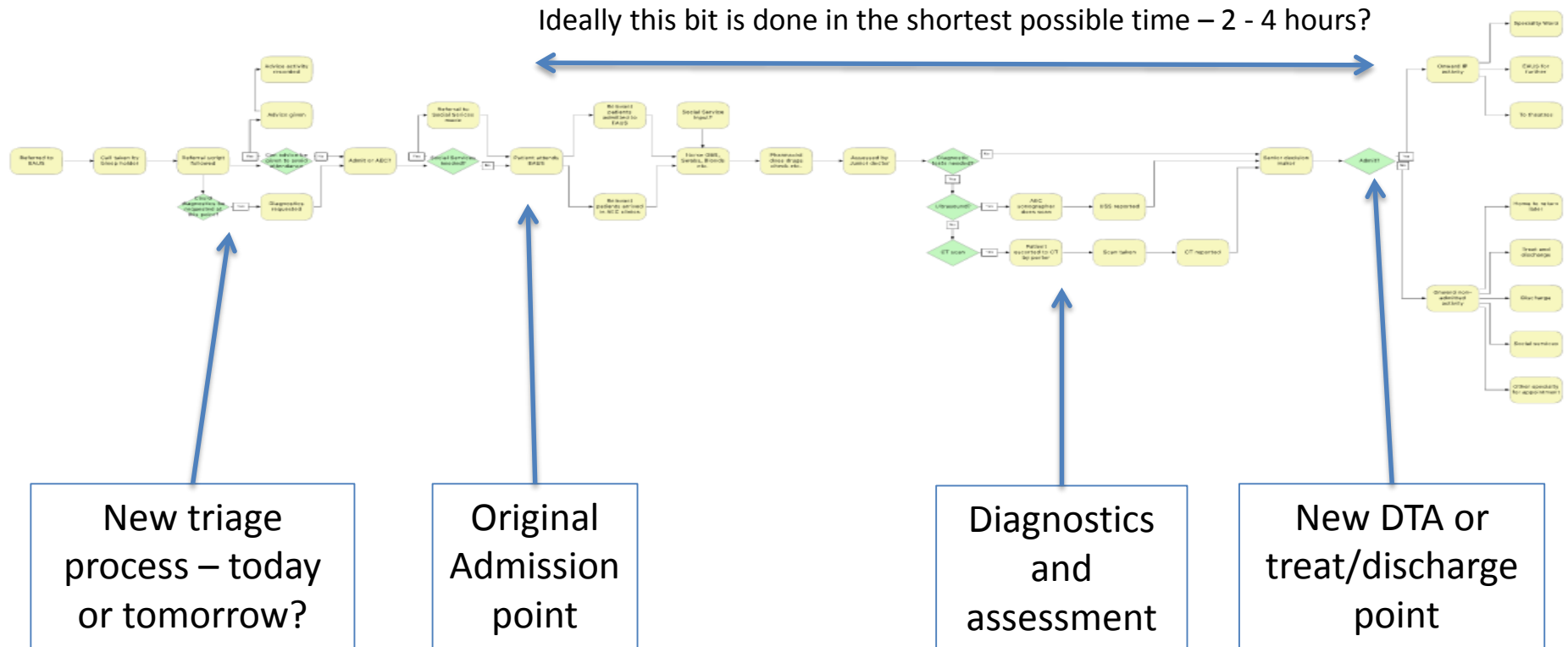
Top 20 Presentation Diagnoses (by FY)

	Presenting Diagnosis	FY 16-17 Total
1	Abdominal and pelvic pain	422
2	Calculus of kidney and ureter	142
3	Haemorrhage from respiratory passages	129
4	Open wound of wrist and hand	125
5	Acute tonsillitis	113
6	Complications of procedures, not elsewhere classified	111
7	Other diseases of digestive system	69
8	Cholelithiasis	67
9	Other disorders of urinary system	61
10	Dorsalgia	59
11	Paralytic ileus and intestinal obstruction without hernia	58
12	Other functional intestinal disorders	56
13	Acute appendicitis	51
14	Abscess of anal and rectal regions	50
15	Fracture of forearm	45
16	Cutaneous abscess, furuncle and carbuncle	43
17	Diverticular disease of intestine	42
18	Injury of muscle and tendon at wrist and hand level	42
19	Retention of urine	42
20	Fracture at wrist and hand level	40

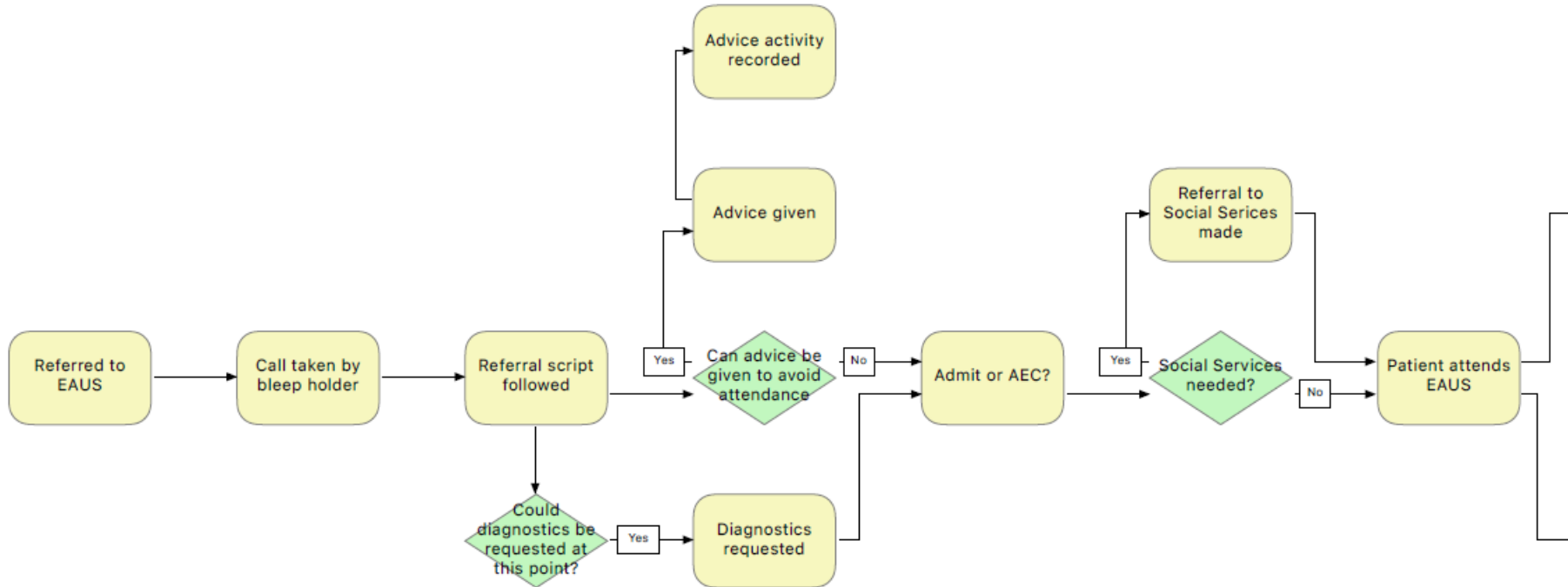
	Presenting Diagnosis	FY 17-18 Total
1	Abdominal and pelvic pain	378
2	Open wound of wrist and hand	112
3	Calculus of kidney and ureter	105
4	Haemorrhage from respiratory passages	98
5	Acute tonsillitis	97
6	Complications of procedures, not elsewhere classified	94
7	Other disorders of urinary system	56
8	Dorsalgia	53
9	Obstructive and reflux uropathy	52
10	Cholelithiasis	51
11	Complications of genitourinary prosthetic devices, implants and grafts	51
12	Peritonsillar abscess	50
13	Acute appendicitis	49
14	Other diseases of digestive system	47
15	Injury of muscle and tendon at wrist and hand level	47
16	Retention of urine	44
17	Other functional intestinal disorders	42
18	Open wound of head	41
19	Abscess of anal and rectal regions	38
20	Diverticular disease of intestine	37

General Surgery – Proposed Pathway

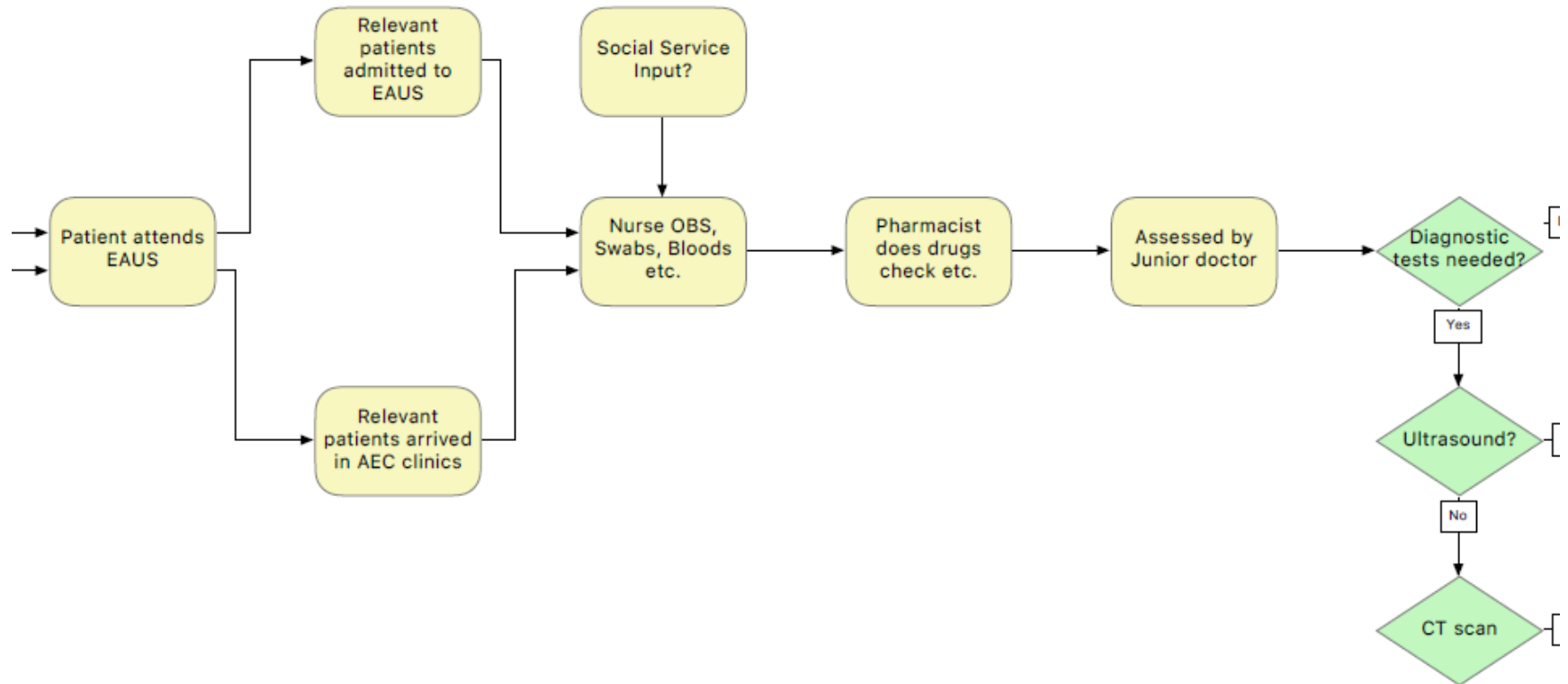
Sur Proposed Process



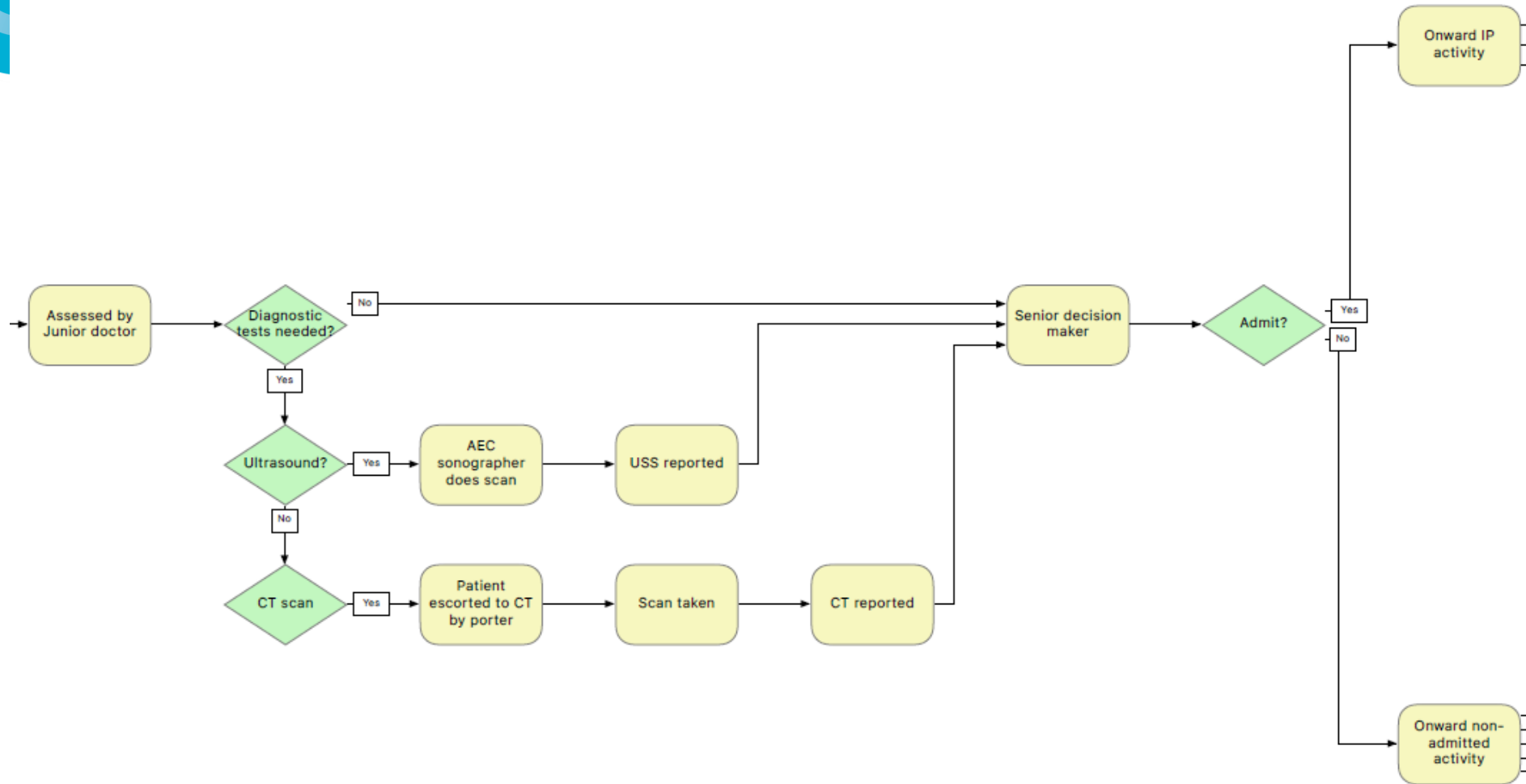
General Surgery – Proposed Pathway



General Surgery – Proposed Pathway



General Surgery – Proposed Pathway





Changes/Improvements

- Small changes so far
- Infrastructure changes (Mar 17)
- Trial of Pharmacist on ward (Jul 17)
- Addition of clinics (Sep 17)
- General Surgery – change of roster



Measurement/Impact of Changes

- Current Patient numbers
- Measurement limitations of PAS
- Access to Symphony

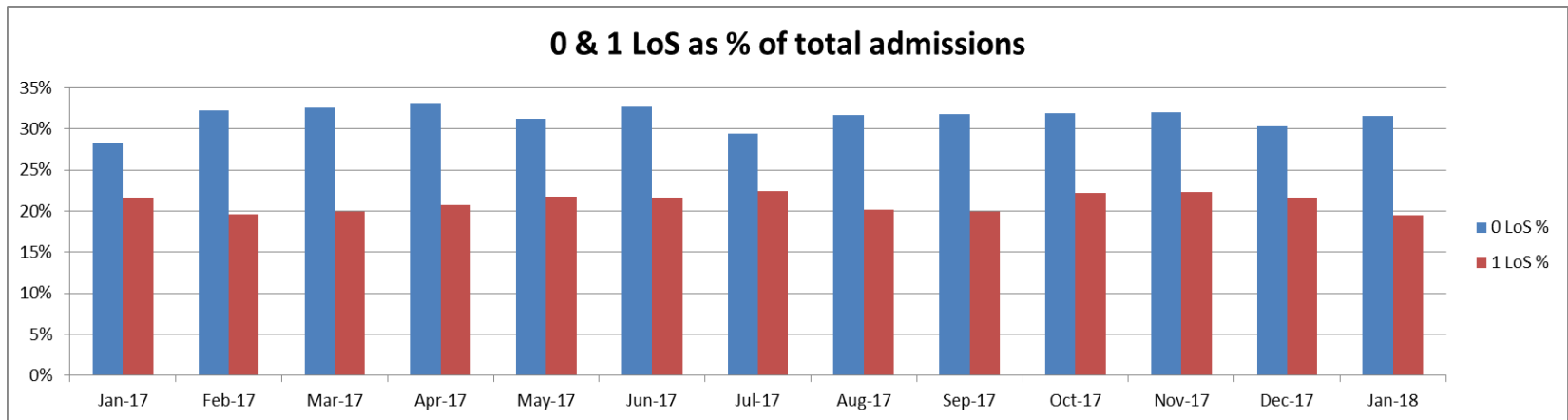
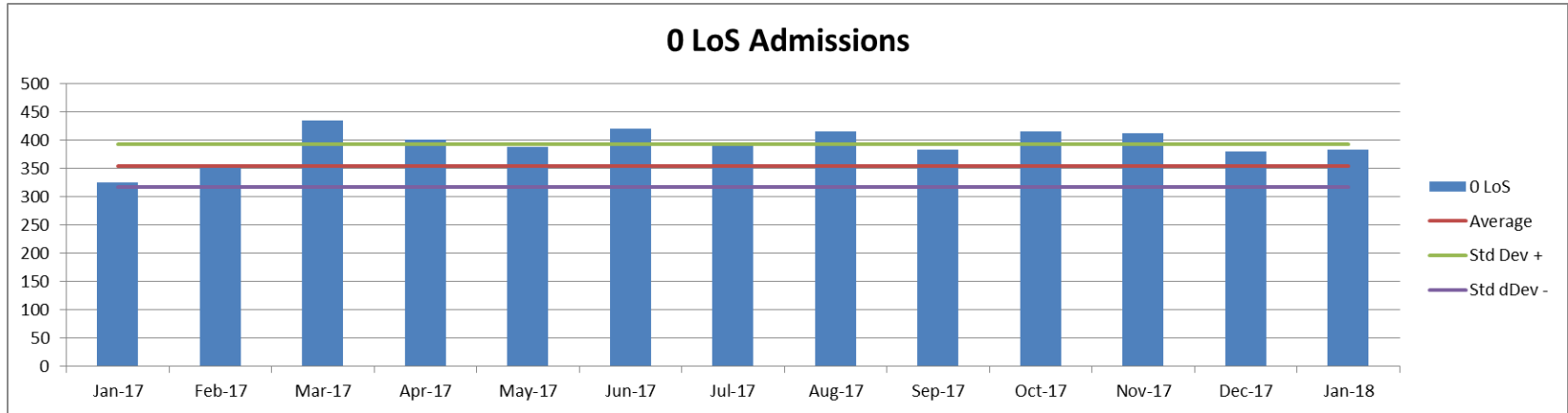


Measurement/Impact of Changes

EAUS attendances	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Elective	0	1	0	0	0	0	1	0	1	0	0	0	0
Emergency	1142	1093	1326	1204	1226	1278	1331	1305	1195	1285	1276	1243	1206
Other	10	3	10	6	20	8	11	7	9	14	13	11	7
EAUS/GSLEES	165	110	148	97	100	87	85	72	55	56	65	58	87
Non-diary attenders	75	26	30	45	23	18	27	47	33	44	21	36	41
VASEA											2	5	9
Grand total	1392	1233	1514	1352	1369	1391	1455	1431	1293	1399	1375	1348	1341
Admitted	1152	1097	1336	1210	1246	1286	1343	1312	1205	1299	1289	1254	1213
Non-admitted	240	136	178	142	123	105	112	119	88	100	88	99	137

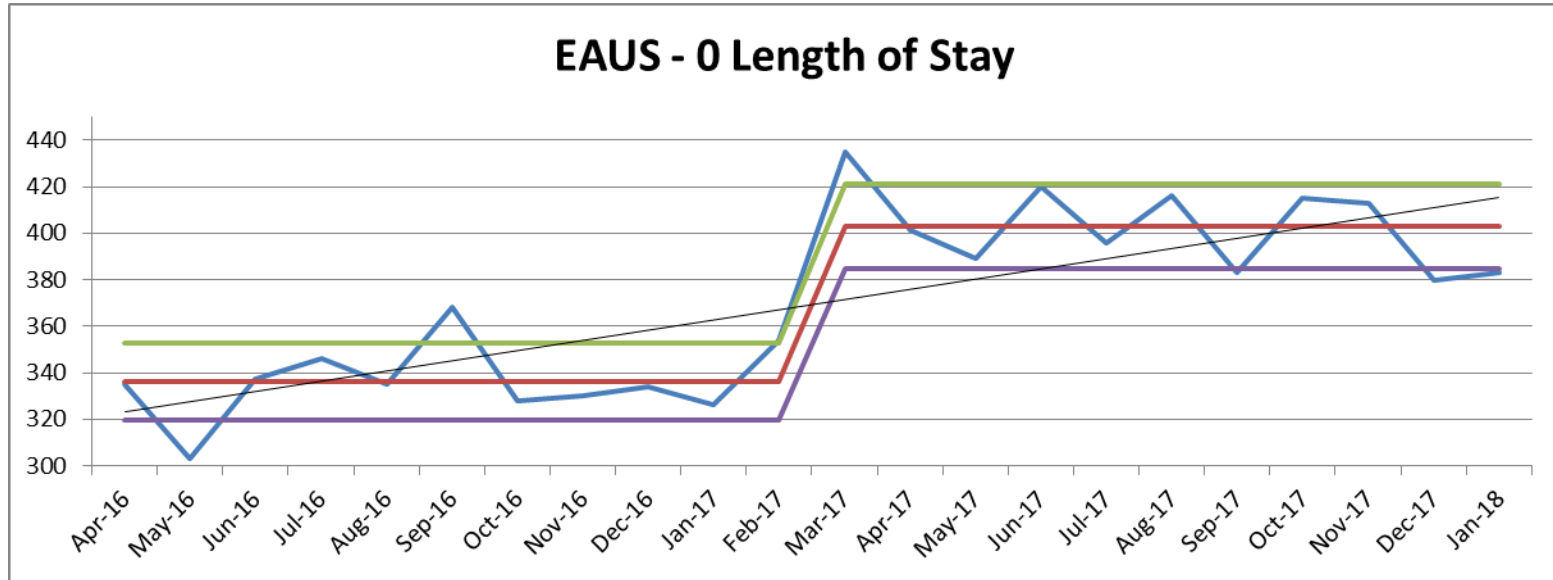


Measurement/Impact of Changes





Measurement/Impact of Changes



Process and Pathway changes in development – No changes to recording process on PAS



Measurement/Impact of Changes

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Challenges

- Access to ultrasound diagnostics – pinch point
- Delay in ‘Symphony’ roll out – measurement
- Bed Pressures over-riding AEC
- Difficult tariff negotiations - Ongoing



Next Steps

- Remain positive - change in culture continues
- Liaison with ED Consultants – pull Vs push
- Negotiation around access to diagnostic imaging
- Negotiation of AEC tariff