

Norfolk and Norwich Hospitals NHS Trust

Our Surgical AEC Journey

Background

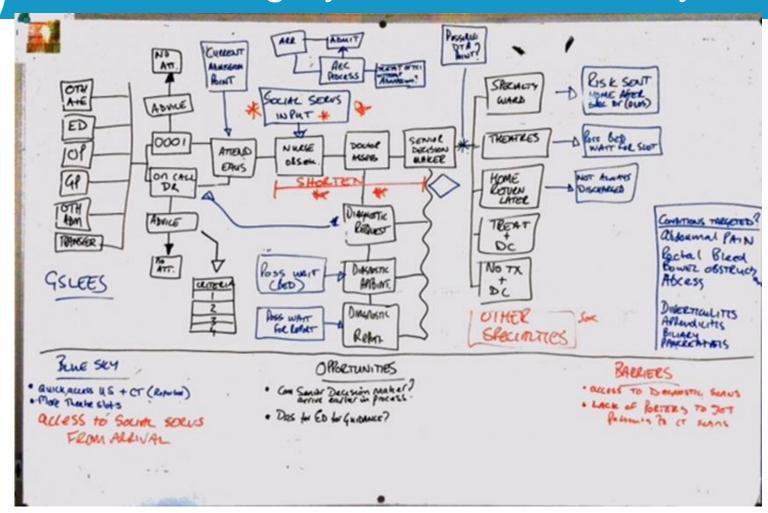
- Inception
- Scope
- Focus Groups
- Process Mapping

Top 20 Presentation Diagnoses (by FY)

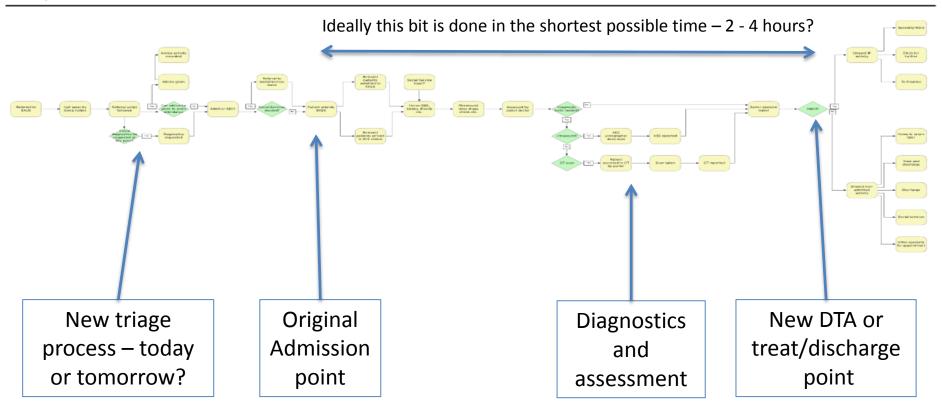
	Presenting Diagnosis	FY 16-17 Total
1	Abdominal and pelvic pain	422
2	Calculus of kidney and ureter	142
3	Haemorrhage from respiratory passages	129
4	Open wound of wrist and hand	125
5	Acute tonsillitis	113
6	Complications of procedures, not elsewhere classified	111
7	Other diseases of digestive system	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

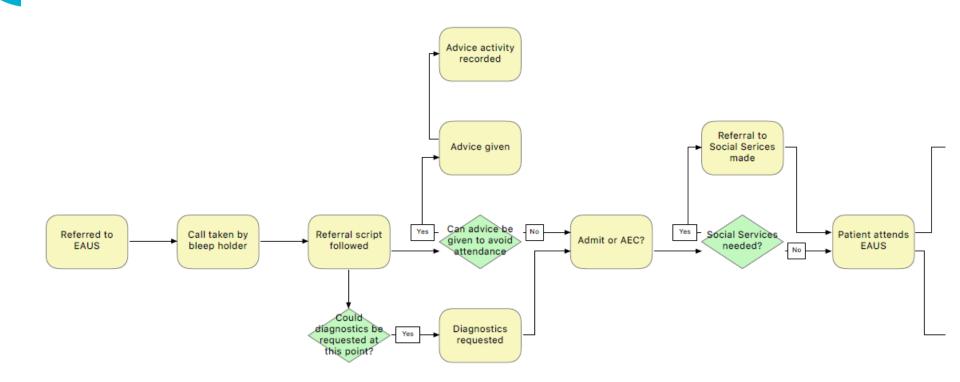
Presenting Diagnosis Abdominal and pelvic pain Open wound of wrist and hand Calculus of kidney and ureter Haemorrhage from respiratory passages Acute tonsillitis Complications of procedures, not elsewhere classified Other disorders of urinary system Dorsalgia Obstructive and reflux uropathy Cholelithiasis Complications of genitourinary prosthetic devices, implants and graf Complications of genitourinary prosthetic devices, implants and graf Peritonsillar abscess Acute appendicitis Other diseases of digestive system Injury of muscle and tendon at wrist and hand level Retention of urine Other functional intestinal disorders Open wound of head Abscess of anal and rectal regions						
Abdominal and pelvic pain 378 Open wound of wrist and hand 112 Calculus of kidney and ureter 105 Haemorrhage from respiratory passages 98 Acute tonsillitis 97 Complications of procedures, not elsewhere classified 94 Other disorders of urinary system 56 Dorsalgia 53 Obstructive and reflux uropathy 52 Cholelithiasis 51 Complications of genitourinary prosthetic devices, implants and graf 51 Peritonsillar abscess 50 Acute appendicitis 49 Other diseases of digestive system 47 Injury of muscle and tendon at wrist and hand level 47 Retention of urine 44 Other functional intestinal disorders 42 Open wound of head 41		December 201				
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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 graf 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	3	Calculus of kidney and ureter	105			
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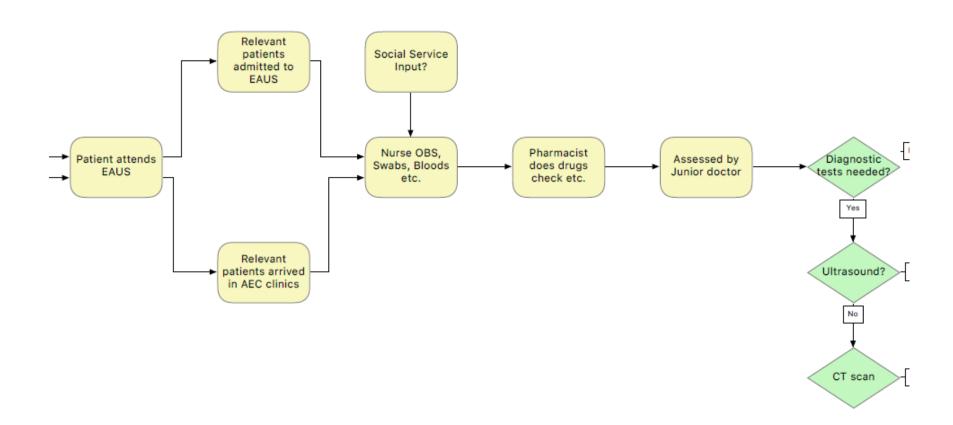
General Surgery – Current Pathway

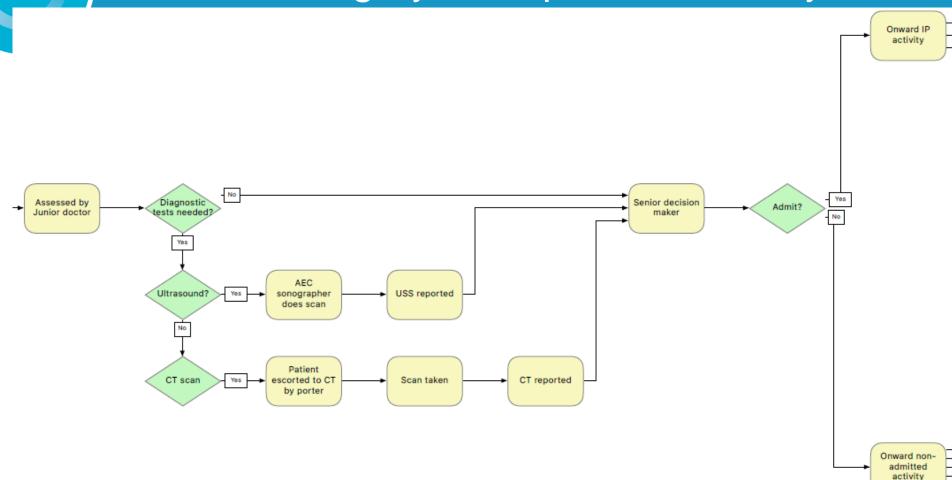


Sur Proposed Process







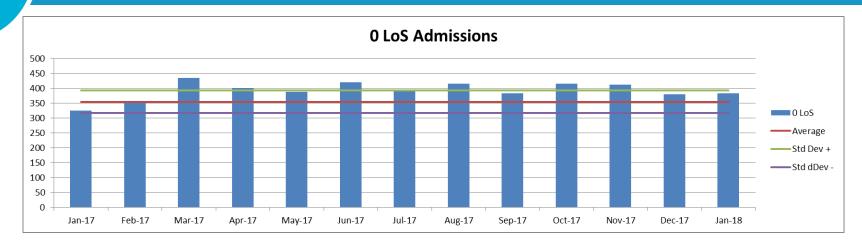


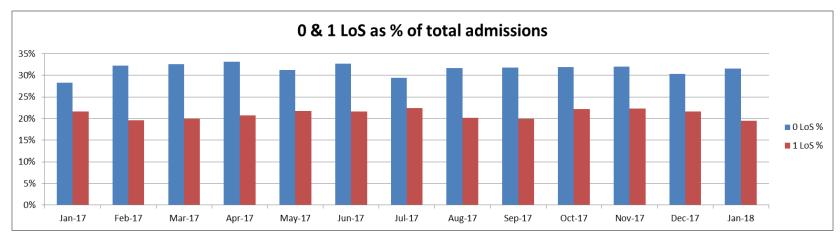
Changes/Improvements

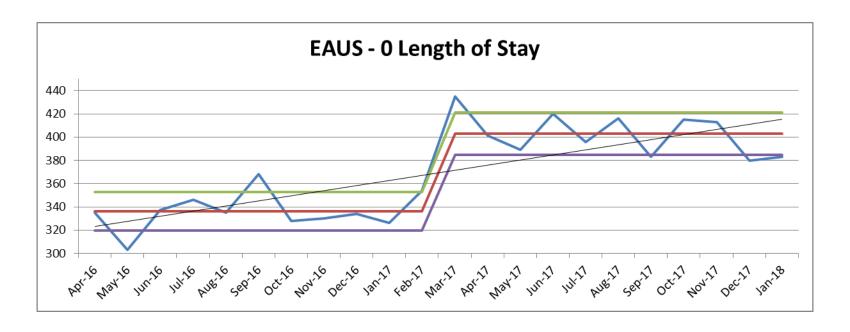
- Small changes so far
- Infrastructure changes (Mar 17)
- Trial of Pharmacist on ward (Jul 17)
- Addition of clinics (Sep 17)
- General Surgery change of roster

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

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







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

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

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