

Ambulatory Emergency Care - The programme explained

Andy Mitchell

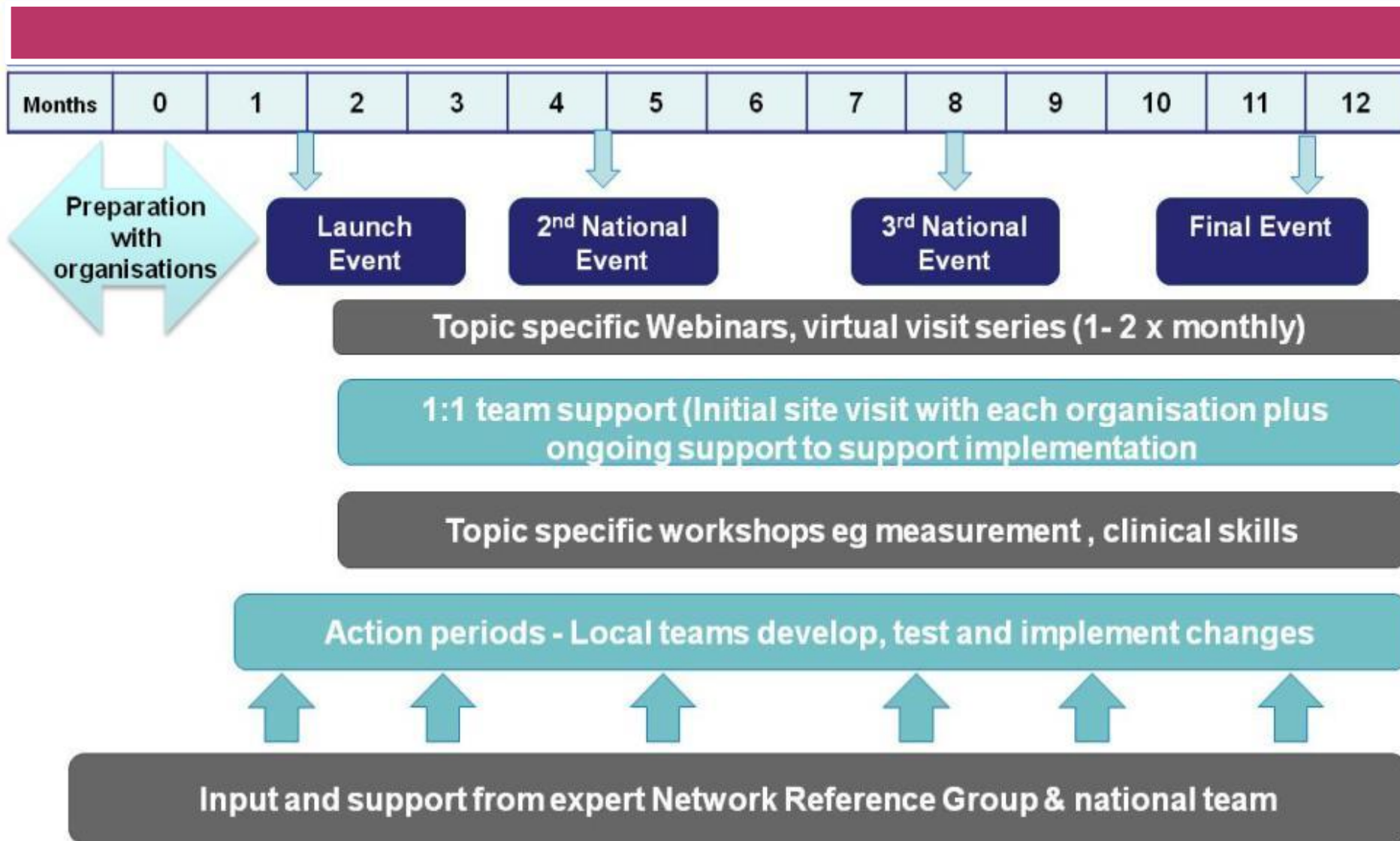
Co-Production Manager

NHS Elect

#ambulatorytalk

@AndyatAEC





National Events & Workshops

4 National events throughout the year

- 8 places at each event
- Focus on core principles of AEC and improvement techniques.
- Opportunity to engage your wider team and system partners.
- Team and networking time
- Real world examples from your peers and previous cohorts.

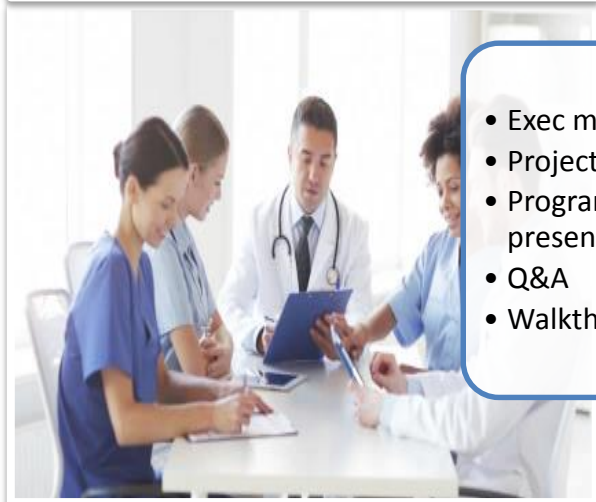
Topic specific workshops on key areas we know are more challenging.

- 4 places at each event
- Measurement
- EBD
- Tariff
- Nursing and AHPs



Site Visits

Initial Site Visit



- Exec meeting
- Project presentation
- Programme presentation
- Q&A
- Walkthrough

Measurement Visit



- General update
- How are you meeting the measurement challenges
- How is your dashboard developing
- Specific local problem solving

Locally facilitated event



Individual Site Support



Ambulatory Emergency
Care Network

What your site support offers

- Regular fortnightly telephone support to help you localise the AEC principles
- Improvement science approaches to developing your service
- Signposting to programme resources
- Help connecting to other sites in the Network
- Problem solving
- Challenging your assumptions and acting as a “critical friend”
- A sympathetic ear!

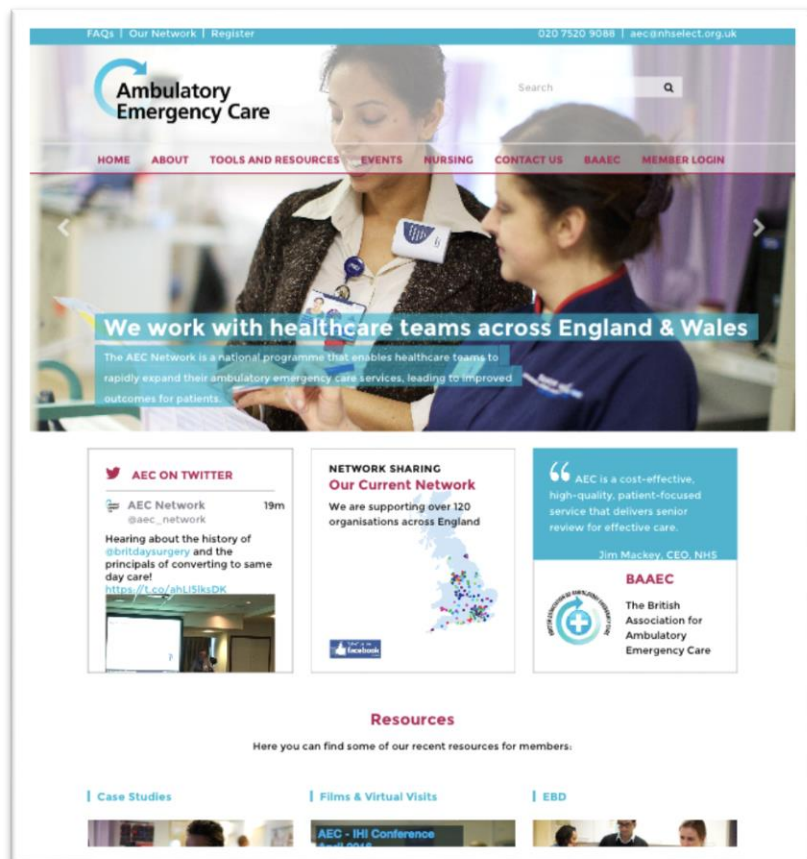
How to make the most of them

- Keep your appointments
- Plan what you want to discuss ahead of the call
- Bring other team members on to the call as appropriate
- Coordinate with your project meetings
- Call, email and text
- Give us the "warts n'all" version of your service



Website & Webinars

Ambulatory Emergency Care Network



Newsletters

Monthly Newsletter

- Event news
- Service improvement tips
- National policy updates
- Case studies
- "Spotlight" article from each site

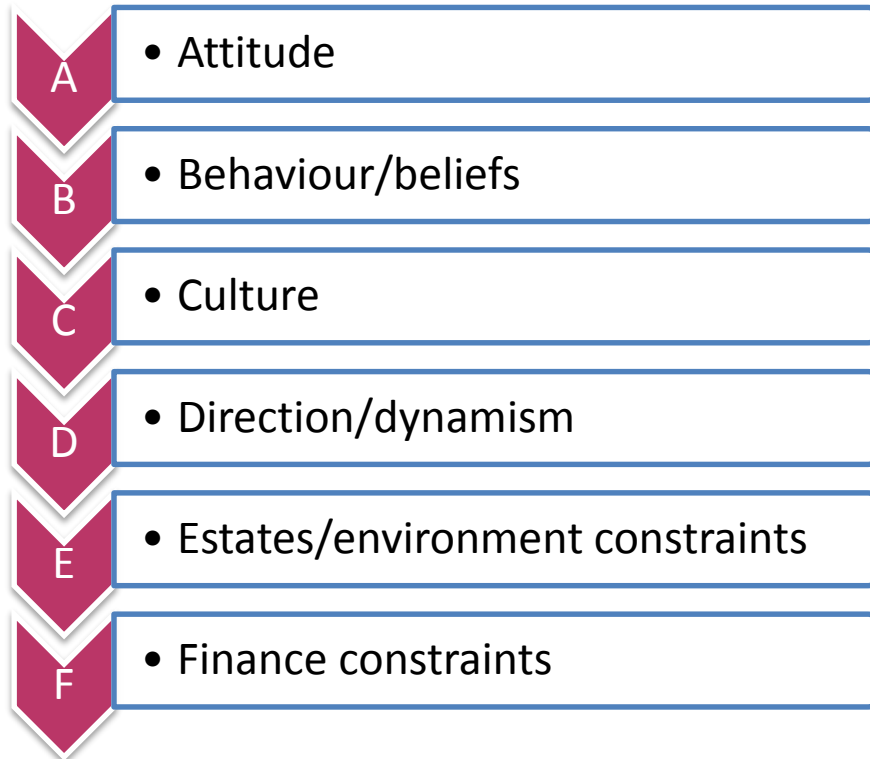


Peer Support



- Networking at events
- Arranging visits
- Local collaborative
- Monthly project leads call
- "Not the Dragon's Den"

Why is good practice not adopted?



What not to expect...



The Bath Approach



Ambulatory Emergency
Care Network

Surgical Ambulatory Emergency Care

at the

Royal United Hospitals Bath

NHS Foundation Trust

Group Work

Compare your local service to Bath

- How do you need to redesign your service to adopt the principles of Bath?
- What do you have that Bath don't?
- What are your improvement plans; where do you plan to start?