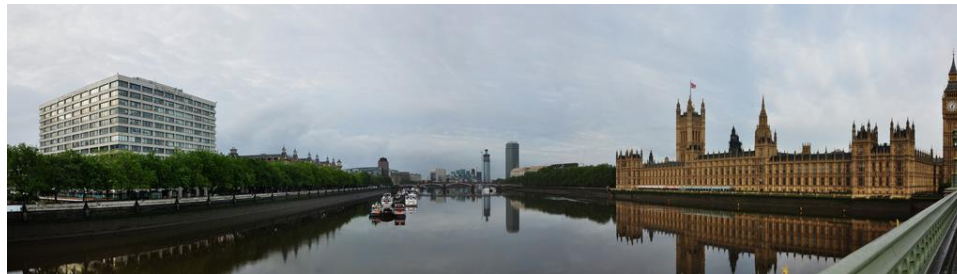


Surgical Ambulatory Care: GST Experience

Ms Sarah Wheatstone
Consultant Emergency General Surgeon
Guy's and St Thomas' NHS Foundation Trust



Surgical Ambulatory Care

- **General surgery consultant on call pre-June 2015**
 - 6 colorectal consultants
 - 5 upper gastro-intestinal consultants
 - 1 endocrine
- **24 hour on call weekdays**
- **72 hour weekends**

- **'Take and roll system'**
- **No surgical ambulatory care**
- **Poor compliance with NHS London standards**

Emergency General Surgery

- **Two EGS consultants appointed June 2015**
- **Monday – Thursday long days**
- **Focus on emergency patients, flow, pathways**

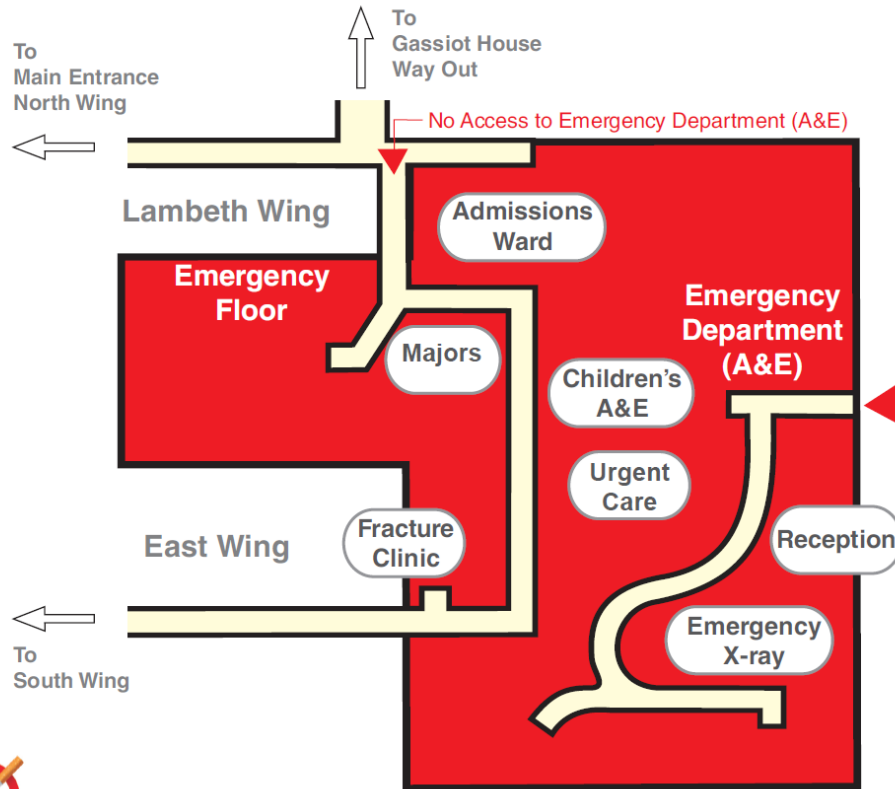
- **No nurse**

- **Dedicated General surgery emergency theatre list**
- **13.30-17.30 Mon-Thurs**

Location, Location, Location

- Originally SAU part of Emergency Department (budget, staffing)
- £20 million rebuild of ED











Emergency Department (A&E) and Emergency Floor




We're smoke-free



Key

-  Building Entrances
-  Route to Wing
-  Pedestrian Access
-  Disabled Access
-  Main Corridors
-  Information
-  Lifts - A, B, C, D, E, F, H, J, K
-  Stairs
-  Toilets
-  Directions to Wings

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Location, Location, Location

- **Originally SAU part of Emergency department (budget, staffing)**
- **£20 million rebuild of ED**
- **No provision for SAU in rebuild**
- **4 physical locations and 5 SOPs in 7 months**

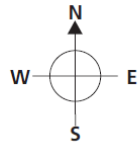
St Thomas' Hospital

Westminster Bridge Road, London SE1 7EH



Guy's and St Thomas' NHS Foundation Trust

Tel: 020 7188 7188



- ### Key
- Site Entrance
 - Building Entrances
 - Emergency Department (A&E)
 - Pedestrian Access
 - Disabled Access
 - Main Corridors
 - Information
 - Lifts - A, B, C, D, E, F, H, J, K
 - Stairs
 - Café
 - Restaurant
 - Shops
 - Toilets
 - Cash Point
 - Network Rail
 - Underground
 - Buses
 - Bus Stops
 - Pick up/Drop off
 - Disabled Parking
 - Visitor Parking
 - Post Box
 - Outpatient Pharmacy
 - Bicycle Racks - Staff
 - Bicycle Racks - Visitors

We're smoke-free
 No photos

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Moving out of ED

- **8 beds on stand alone ward - 12th Floor different wing**
- **Difficulties staffing**
- **Changed to 12 hour ward – worked well, 54% of SAU referrals managed as ambulatory –ie no overnight stay**
- **Moved as ward destined for another speciality**

Sharing with medicine

- **5 beds on 60 bed medical Acute Admissions Ward**
 - No facility for ambulatory care
 - Beds frequently taken by medicine, plastics, vascular – average had 1.5 pts there
 - Large pool of nurses with no surgical background
 - Couldn't take post-operative patients

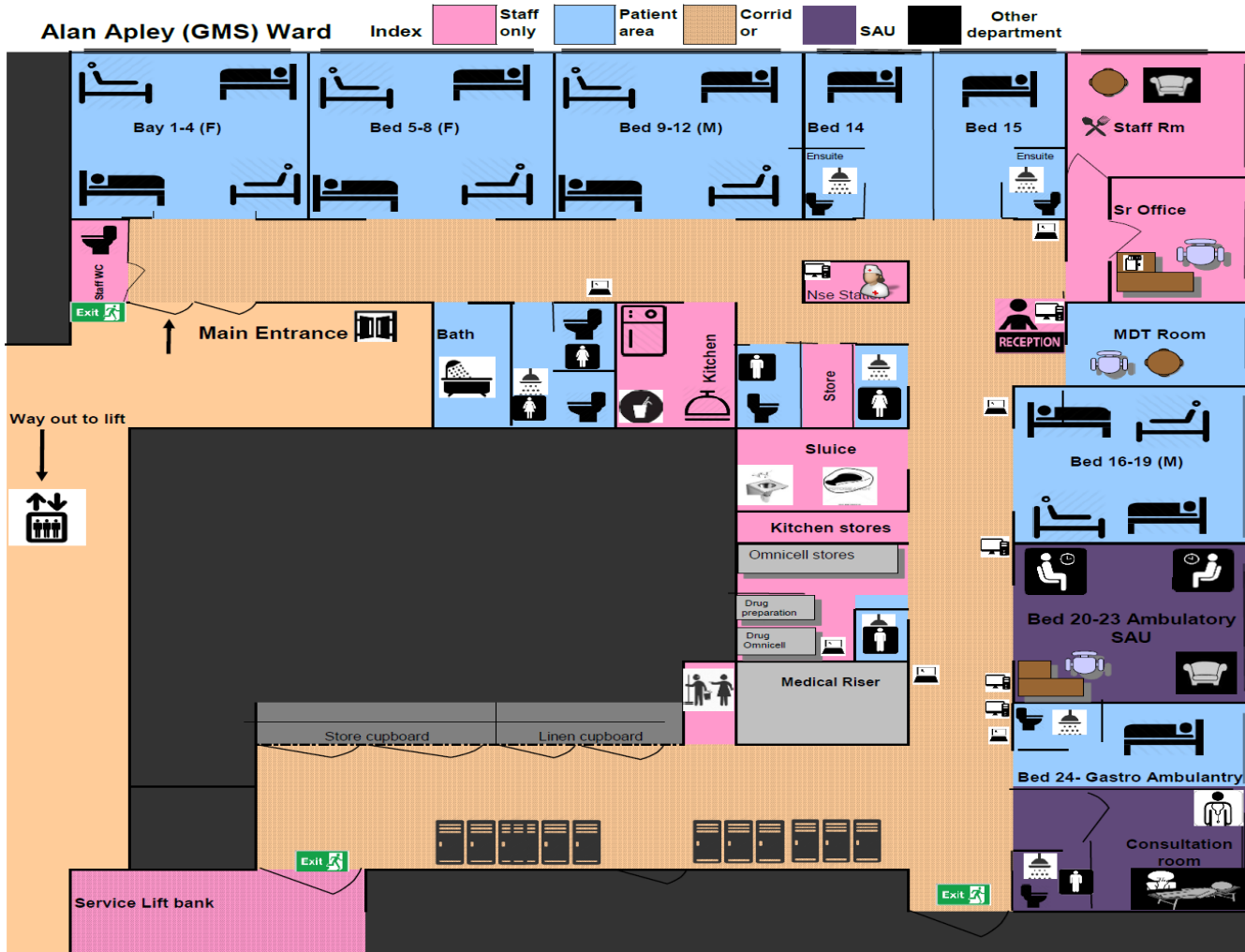
Sharing with CDU

- 5 beds on temporary CDU
- Attempted to bring returning patients back to UCC
- Difficulties with coding visits, culture, room availability

Gastrointestinal Medicine and Surgery Directorate

- **GMS Directorate took on SAU – no resources**
- **6 beds SAU 12 beds gastroenterology**
- **Ambulatory paracentesis bed, ambulatory SAU room**
- **Converted a bay into waiting room, recliner chairs**

Alan Apley (GMS) Ward



SAU Nurse

- **Dedicated SAU nurse – Band 6**
- **Mon- Fri 08.00-17.00**
- **Attend EGS handover**
- **SAU diary review/ management**
- **Liaise with consultant assigned to SAU Hot Clinic**
- **Carry mobile hotline for ED-> SAU**
- **Triage SAU referrals from ED and co-ordinate with SNP**
- **Assist with minor procedures, dressings, phlebotomy and cannulation**
- **Prepare patients for surgery, walk patients there**

SAU Team

- SAU staff nurse Band 6
- SAU HCA Band 3
- Receptionist
- SAU consultant
- SAU F1
- SAU SHO

Communication

- ED -> SAU nurse
- GP -> SAU consultant
- Patient -> SAU

SAU pathways

Alan Apley-SAU
Admission process for Pt accepted by Emergency Surgical Team

SAU Ambulatory pathway (Seat)

- Patients must be stable
- NEWS ≤ 2
- Pain score < 5
- No D&V
- Able to walk to SAU
- Be made aware that they will have to sit in ambulatory area for team to review- not appoint

8am – 5:30pm:

- ED nurse phone SAU nurse on 07795287517 for SAU triage assessment
- If accepted, pt can walk themselves with their own notes to SAU waiting area for review

5:30pm- 8am:

- Surgical team to assess the pt in ED or take handover over the phone
- If pt returning the next day- letter and direction to Alan Apley SAU must be given to pt

SAU Bed

- NEWS score ≥ 3
- Pain score ≥ 5
- Had vomiting and/ or diarrhoea in last 48 hours (not infectious)
- Infections (MRSA/ CRO)
- Not Mobile

Bed on SAU

- ED Nurse to phone SAU nurse on 07795287517 for bed
- If bed available on SAU follow triage assessment

No Bed on SAU

- SNP to be contacted for bed on GI wards (GI Unit/ Nightingale)
- If no bed on GI wards and pt allocated elsewhere the pt must be reviewed in ED by the surgical team
- Pts are not to be transferred from ED with out review by the surgical team

GP Referrals: GP can call EGS consultant directly on 07919880293 (not for ED contact)

- Patients presenting to ED Initial assessment with referral letter addressed to general surgeons can be referred directly to SAU Nurse 07795287517
- Patients will need to have observations taken by ED team- to check NEWS score meets SAU ambulatory criteria
- Can walk to SAU ambulatory waiting area on Alan Apley SAU on 8th Floor North Wing

Patients not suitable for SAU

Surgical Emergency Pathway contact Emergency Surgical Team on contacts below + SNP

Patients Not for SAU

- NEWS score 4
- Trauma (Not GI Pathology)
- AAA
- Requiring rapid rehydration
- D+V in last 48 hrs (infectious)
- Dementia or frail
- Infections (MRSA/ CRO)
- Non-surgical pts e.g. gynae, orthopaedic, medical

Pts will be reviewed in ED by surgical for consideration under the EGS pathway

SAU Nurse: 07795287517
 SHO: Bleep 0145
 Reg: Bleep 0810
 Consultant: no. via rota watch on call

Specific Pathways

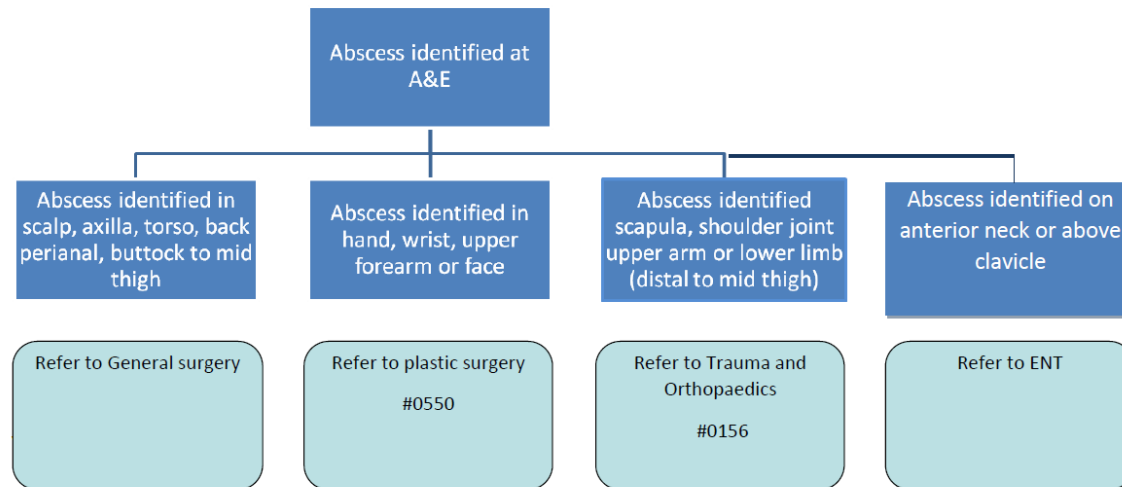
- **LA abscess**
- **GA abscess – DSU**
- **Dedicated USS slots**
- **Priority CT / MRI slots**
- **EGS DSU lists**

- **Patient leaflets and map!**
- **Consistent team - medical and nursing**
- **Virtual and telephone clinics**

'Yo-Yo' patients

- **Cutaneous abscesses**
- **Breast abscess**
- **Testicular torsion**
- **Trauma**
- **Gynaecology**

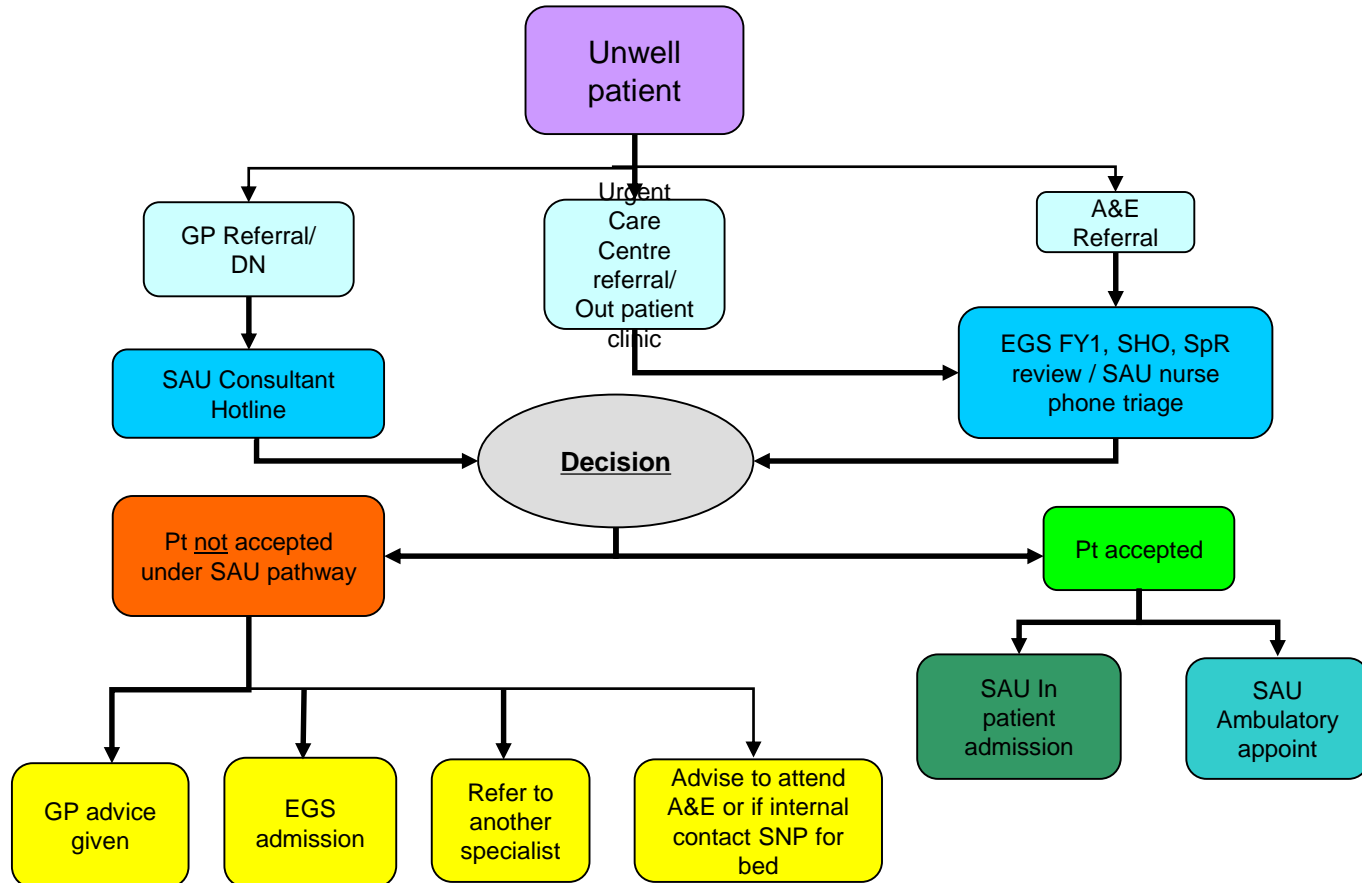
Guy's and St. Thomas' NHS Foundation Trust Abscess Referral Pathways



Approved by Clinical Leads September 2016:

Emergency General Surgery – Alexis Schizas, Vascular – Hany Zayed, Head and Neck – Richard Oakley, Plastics - Jian Farhadi, Orthopaedics - Sam Gidwani

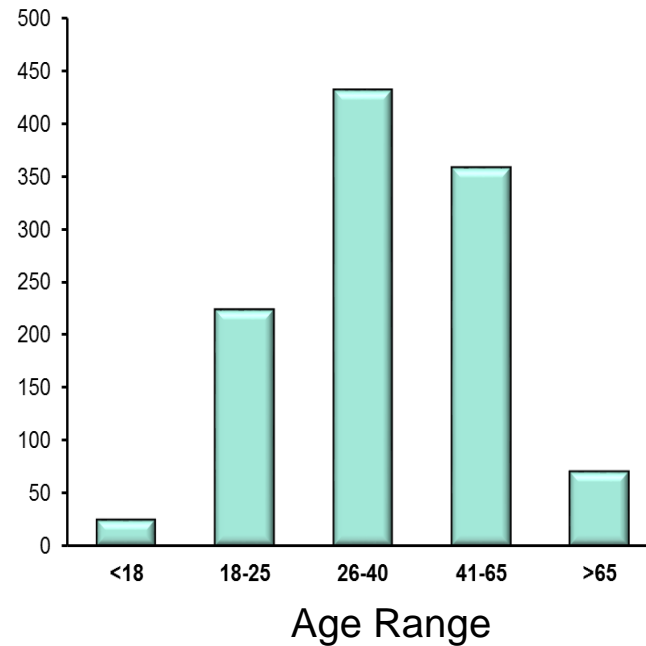
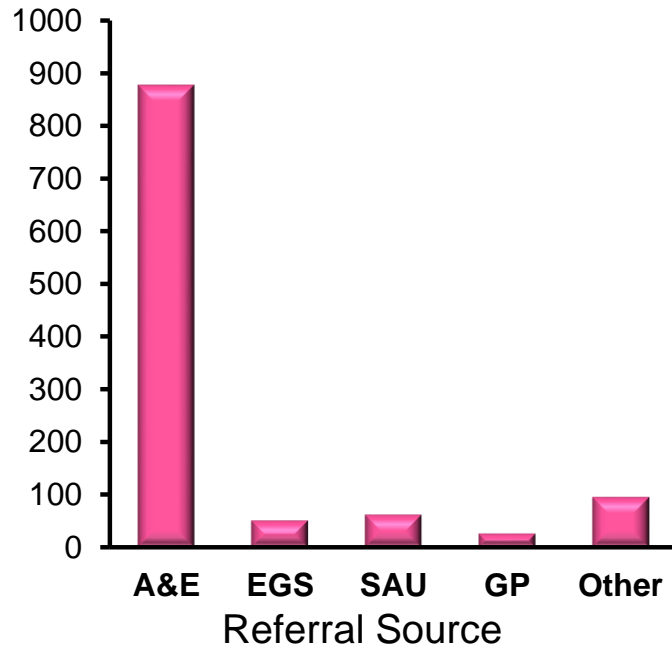
SAU Patient pathway



Referral Source

1111 patients transited through the SAU Feb 2016-Jan 2017
Gender- 55% female - 61.2% under 40 year old

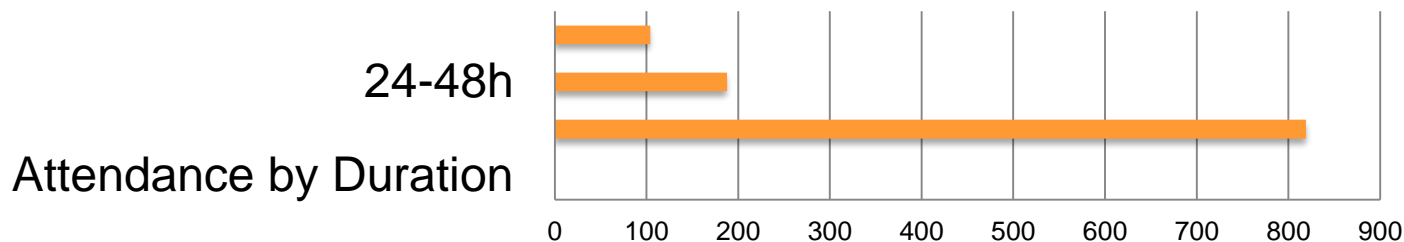
- **78.9% were referred by ED**



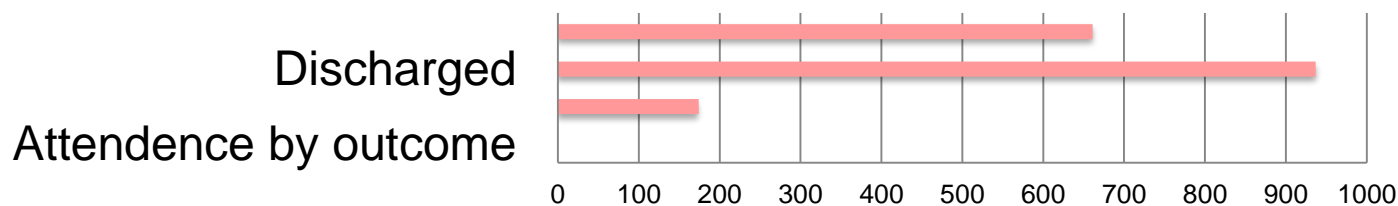
Data: 01/02/16 to 31/01/17; Retrospectively collected

Sources: SAU Diary, PIMs (Patient Index Management), E-noting and EPR (Electronic Patient Record)

SAU stay by duration and outcome

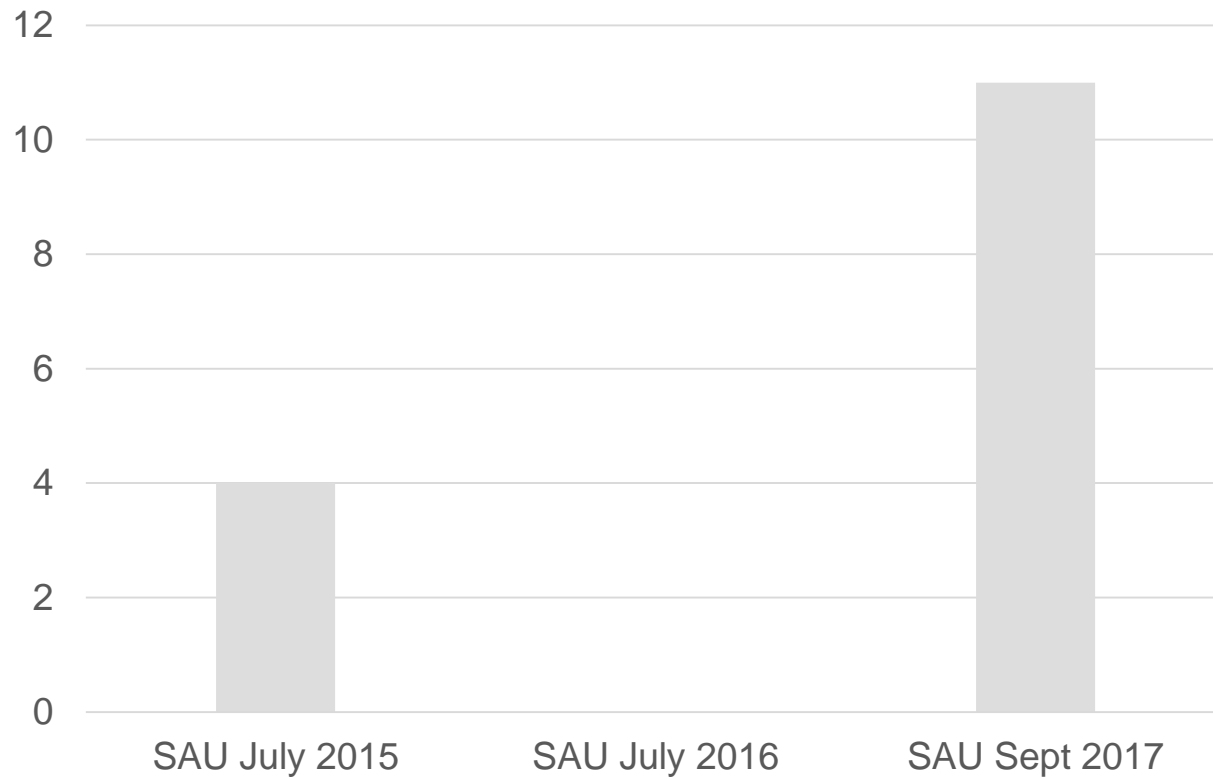


Attendance by Duration		<24h	24-48h	>48h
Series1		819	188	104



Attendance by outcome		Admitted	Discharged	Total returning
Series1		174	937	661

Mean Ambulatory Patients Mon-Fri



Patient satisfaction: Friends & Family

Recommend	Not Recommend	Total Responses	Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
94.215%	1.653%	242	167	61	8	3	1	2

Success

- **Patient satisfaction**
- **ED satisfaction**
- **GP satisfaction**
- **Increasing number of patients**
- **Teaching / training**

Challenges

- **Inflow**
 - Small no. beds
 - Communication - non ambulatory referrals
- **Outflow**
 - bed management transfer to inpatient beds
 - pharmacy
 - outliers

Challenges

- **Space**
 - Second clinic room
 - Location?
- **Seven day service**
- **IT support – paper diary**
- **ANP**
- **Medical staffing**
- **Data collection**
- **Coding**
- **Pharmacy**

Acknowledgements

- **Martine Osborne - Ward sister**
- **Catherine Bilborough – Matron**
- **Debbie Mundle & Ciara MacKay Head of Nursing**
- **Ivan Tomasi – Consultant Emergency General Surgeon**
- **Alexis Schizas – Clinical Lead colorectal / EGS**
- **Jillian Tongue – Deputy General Manager**