



**Ioannis Gerogiannis, Kingston Hospital**

# Kingston hospital SAEC's first six Months



Kingston Hospital  
NHS Foundation Trust

# Surgical Ambulatory Emergency Care

**How can we maintain momentum?**

*Miss Rebekah Law ST4 Surgical Trainee*

*Mr Ioannis Gerogiannis Consultant General, UGI & Bariatric Surgeon – SAEC Lead*

# Kingston Hospital's Journey

This time last year, there was no SAEC at Kingston. We've come a long way!

Patients used to be admitted overnight for urgent investigations 

A steering group was established to create a more streamlined approach

# Who was involved

Managers 

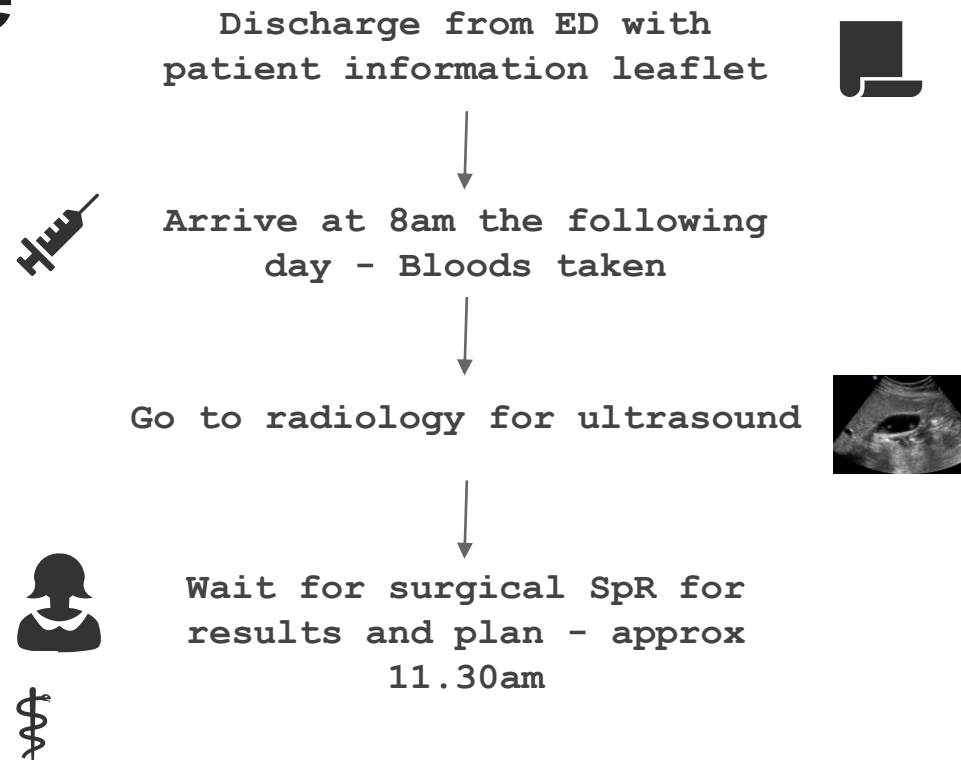
IT Department 

Doctors (Surgical, ED, Radiology)  


Nurses 

Admin team 

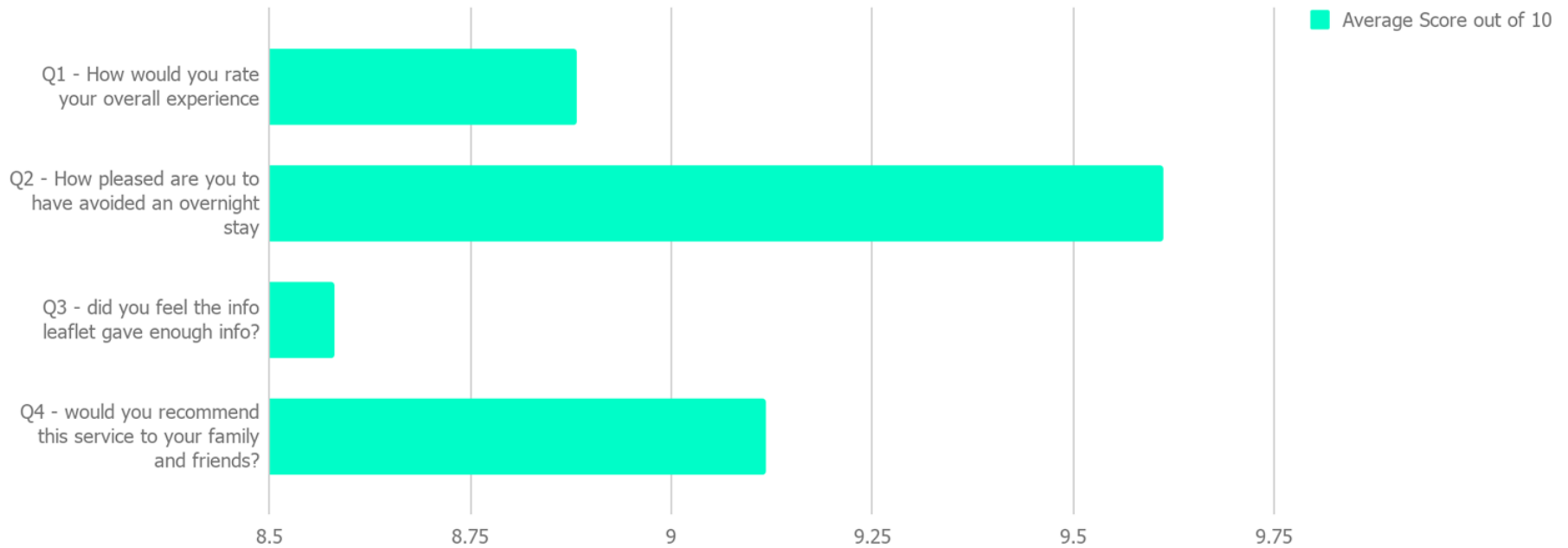
# What does the patient journey look like



# How have we done?

- In 6 months we've seen **181** patients
- 181 bed days saved  
- 14 patients were admitted the following day
- 10 went on to have operations

# What do the patients think?



# What do the patients think?

“Staff very **polite and friendly** and clear in their communication.

There was a **long wait** day before (2.5hrs) to see the Consultant, but the nurse was apologetic and kept me informed. Thank you.”

“The service has improved a lot! I am **very happy** with the way they have looked after me so far. **Well done!**”

“Everybody very **friendly**. I was kept informed all the time.”

“Waiting time is nearly **3 hours** with no indication as to when I will be seen”

55% Pts didn't receive an info leaflet about what to expect the following day.





# What have been the bumps the road



- A changing workforce - we lose momentum!
- Nursing staff don't know who to go to when there are problems.
- Doctors may not know what's required of them (eg information leaflets not given out, inappropriate patients sent to SAEC).
- Difficulties in 'coding' the SAEC
- No easy way to admit patients direct from SAEC

**How can  
we  
maintain  
momentum  
?**

# Can you Help us?

We'd like you to take 3 minutes in pairs coming up with ways to maintain levels of enthusiasm in a changing workforce...



# Some ideas we came up with

- Improve communication with doctors changing over
- Introduce SAEC project to surgical doctors at induction
- Printed copies of SAEC information leaflet to leave in ED rather than on shared drive

**Any  
comments or  
questions?**

**Thank you**