

# Surgical Ambulatory Emergency Care Programme

Great strides have been made in same day emergency care across the NHS over the last few years and the Ambulatory Emergency Care Network has played an important part in supporting organisations to adopt effective processes to maximise this approach.



The AEC network expanded to include a Surgical Ambulatory Emergency Care (SAEC) network in 2017 and more than 40 sites have participated so far. Clinical teams worked together to agree principles for this approach and many resources and products have been developed to help other sites adopt this way of working. Outcomes and benefits include an improved patient experience, reduced admissions and shorter length of stay. Many sites also report a reduction in cancelled operations as a consequence of improved emergency flow

The improvement network follows the tried and tested AEC Network model, with each cohort running for a period of 12 months. The programme is designed as a collaborative and teams from health communities sign up to work through improvement plans together. The programme is clinically led and delivered by senior NHS leaders who support sites through their improvement journeys. As well as improving surgical pathway's and systems the programme includes training and support to undertake Measurement for improvement and co-design with patients using experience based design.

Each programme runs for 12 months and participating trusts are supported in a number of ways. The support includes:

- Core events are delivered each month
- Topic specific virtual workshops and master classes
- Webinars
- Virtual Site visits
- 1-1 help as needed
- Expertise on measurement
- Measuring patient experience and using experience based design to improve services

- Sustainability assessment
- Members web resource repository for all outputs from both Medical and Surgical AEC programmes and participating sites

For an overview of the programme see figure 1 below.

We are pleased to announce that Cohort Seven of SAEC is planned to commence in September 2021. If you would like any more information about joining the next cohort for Surgical AEC, please email aec@nhselect.org.uk, of if you have further queries about the programme please give our Programme Director, Deborah Thompson, a call on 07825 351966.



Overview of programme (figure 1)

"Providing high quality emergency care that can be managed safely and appropriately the same day without admission to a hospital bed"

## Model for Improvement

What will we accomplish? **Establishing your AIM** 

How do we know a change is an improvement? Identifying your MEASURES

What changes can we make? Working with the PRINCIPLES IN THE SAEC TOOLKIT

Surgical Ambulatory **Emergency Care Network** 

LAUNCH - introducing teams to the Programme, the Principles in the SAEC Toolkit and the Model for Improvement

MIDWAY POINT - checking in with Network teams on where you are, what data you're collecting and next steps.



**CELEBRATION** - achievements over the last twelve months of the programme, and looking to the future.

Introduction to concepts of **Measurement for Improvement:** aims, measures, and driver diagrams.

Data diagnostics: establishing a baseline

Capacity and demand planning Submission of mid-term data



Demonstrating improvements

Return on Investment

Supported by calls, webinars, on-line events and Moodle online training, delivered by Measurement for Improvement experts.

### Setting up your project::

- Quality Improvement expertise
- support to undertake Sustainability
- understanding the principles in the SAEC toolkit
- online learning sessions

### mplementing changes: :

- implementing small cycles of change aligned to the principles
- undertaking EBD with staff and
- collecting and interpreting data
- fortnightly team calls - clinical input and support
- spread ETD QI, EBD and Measurement for Improvement

# Time for reflection:

- what changes have you made? - what improvements are you seeing?
- what is the data telling you?
- what is working well and not so well?
- continuing PDSA change cycles

### Planning next steps:

- what improvements are you seeing?
- what is the data telling you?
- what have you achieved?
- what changes do you want to keep. and what do you want to get rid of?
- what becomes 'business as usual' and how?

Introduction to concepts of Experience Based Design and signpost to EBD Moodle to be completed by core members of project team

Application of EBD for Gathering experience data from Reviewing results and using app and planning a study

patients and staff; patients and staff. Submission of sharing with SAEC, data for thematic analysis by SAEC team

Undertake agreeing plans for improvements improvement

Follow up study to check how improvements have made a difference

Fortnightly 1:1 calls with SAEC Lead - Monthly SAEC Network calls - Regular webinar series - Regular email updates - Website resources