



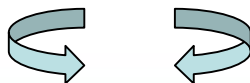
# Ambulatory Emergency Care

## What about surgery

Dr Jack Hawkins  
AEC Clinical Lead  
November 2016  
Park Plaza





- Don't kill me
- Don't hurt me
- Don't waste my time
- Don't waste my money
- BADS 

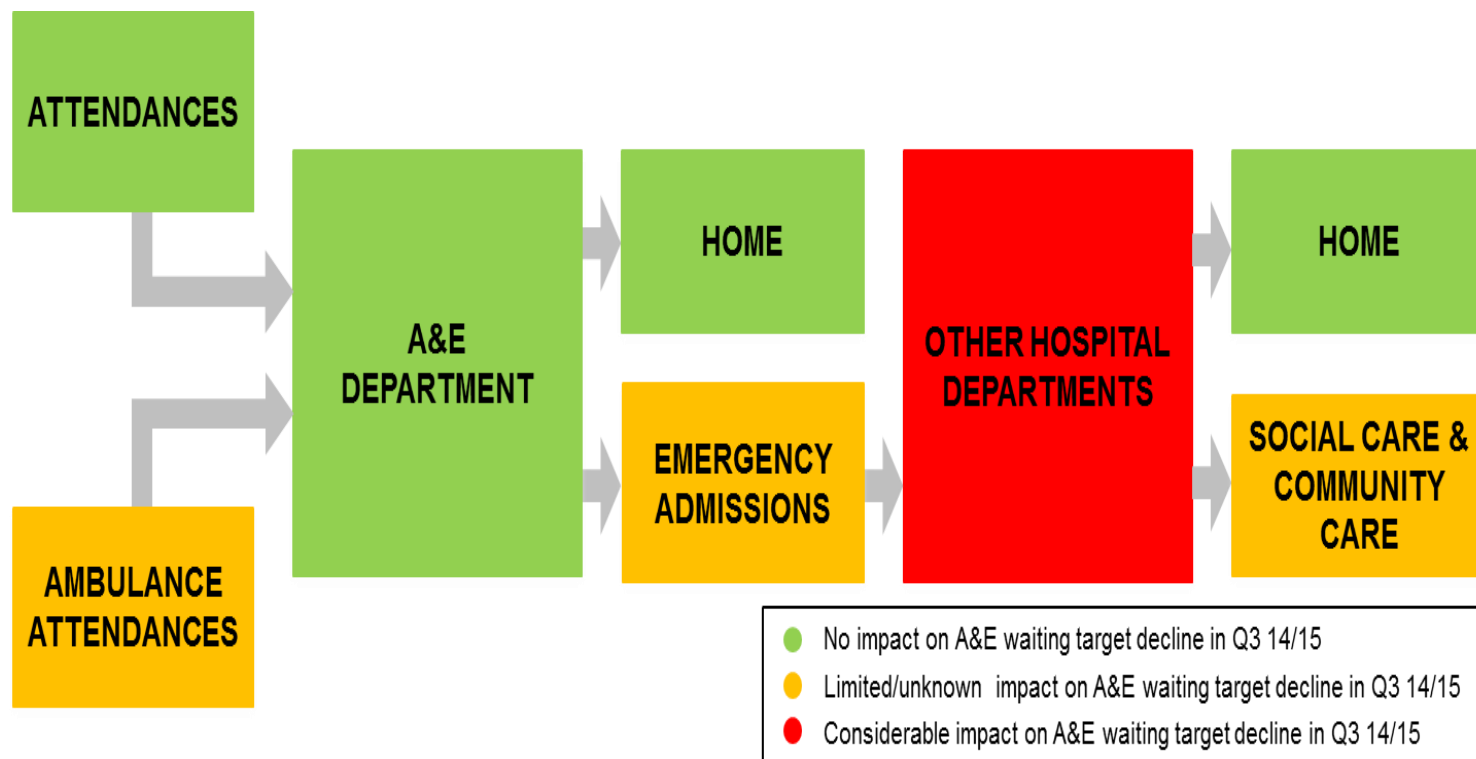


## 8 attributes of high performing teams

1. Sense of purpose
2. Open communication
3. Trust and mutual respect
4. Shared leadership
5. Effective working procedures
6. Building on difference
7. Flexibility and adaptability
8. Continuous learning



## Monitor evaluation of 2014/15 ED standard



<https://www.gov.uk/government/publications/ae-delays-why-did-patients-wait-longer-last-winter>



## Surgeons leading the way

- WHO safe surgical checklist
- Areas of real AEC expertise already



## When I were a lad...

- 1993
- 1:3 on call
- Twice weekly ward rounds
- Begging for tests
- 5-30 patients depending on admissions..safari



# A personal experience



# Emergency Care Intensive Support Team

- Assess to admit
- Today's work today
- Discharge safely and promptly



## RUH What is “General” Surgery?

- Major gut and abdominal problems - such as gallstones, appendicitis, hernias, abscesses, colonic emergencies, pancreatitis.
- We admit circa 5000 per year at RUH

### *Spectrum*

Acutely unwell



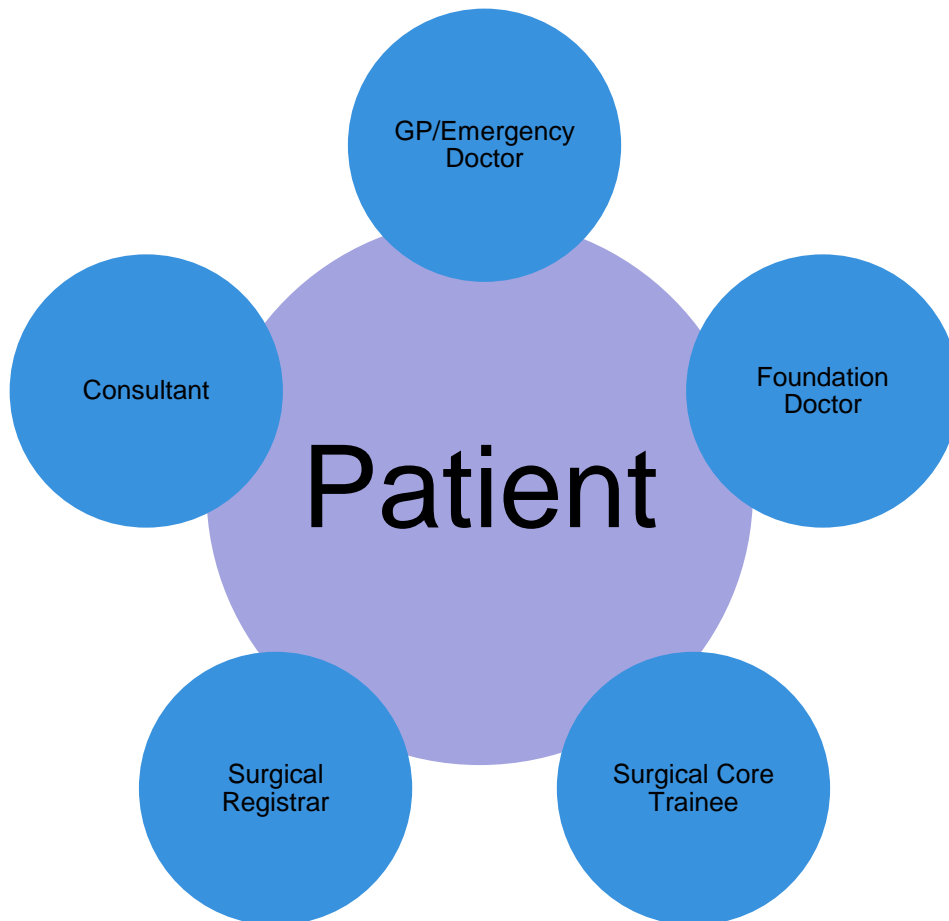
Well, but requiring urgent investigation

Elderly, infirm



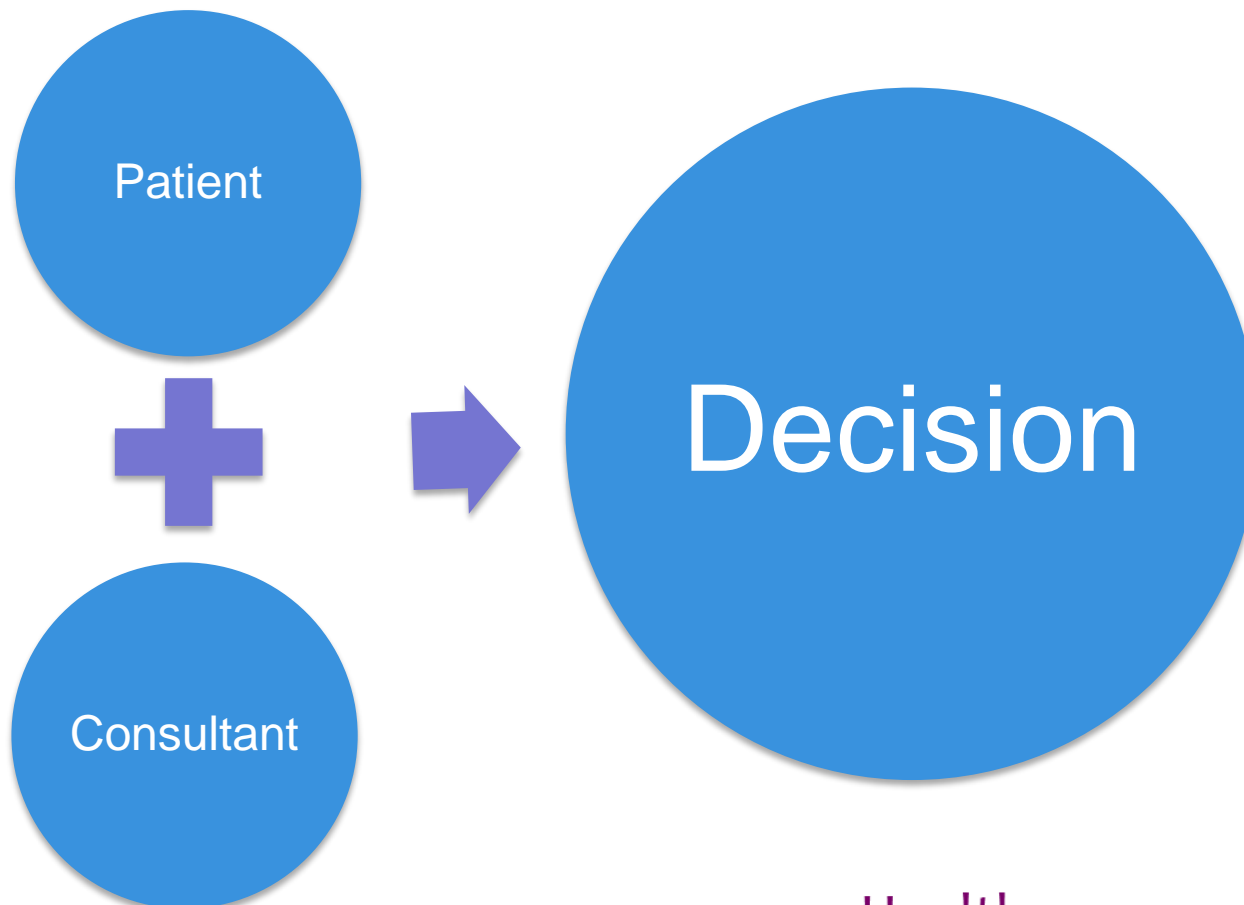
Young, independent

# RUH Traditional Process



- Investigations ordered
- Queue
- Further wait for a decision
- If operation needed
- Further wait
- Cancellations if urgent other cases

# RUH | New Process



Healthcare you can Trust

# RUH Who's suitable for ESAC?

Ambulant adults with:

- Abscesses- torso and peri-anal (not breast)
- Right iliac fossa pain
- Right upper quadrant pain
- Painful jaundice
- Small volume rectal bleed
- Mild diverticulitis
- Painful non-obstructed hernia
- Post-op problems
- Wound problems

## RUH | What has happened? – Surgical AEC

- Approximately 140 patients seen per month

Outcome	Percentage (%)
Home same day	48
Home same day after local procedure/dressings	34
Operation same day	10
Admit as normal	5

- Minimum of 82% of patients go home the same day and are saved a hospital stay

# RUH Patient Stories

32 year old mother RIF pain. Bloods, US, urinalysis- diagnosis uncertain.

Seen in ESAC next day- symptoms evolved. Laparoscopic appendix that day and home.



35 year old self-employed plumber.

Painful groin hernia.

Seen in clinic and repaired that afternoon.  
Home the same day.

## RUH Patient Stories

35 year old single mother of two, admitted with pancreatitis for 1 week.

Discharged home to children and readmitted 1 week later for planned gallbladder surgery to prevent recurrence.



75 year old, rescue dogs at home.

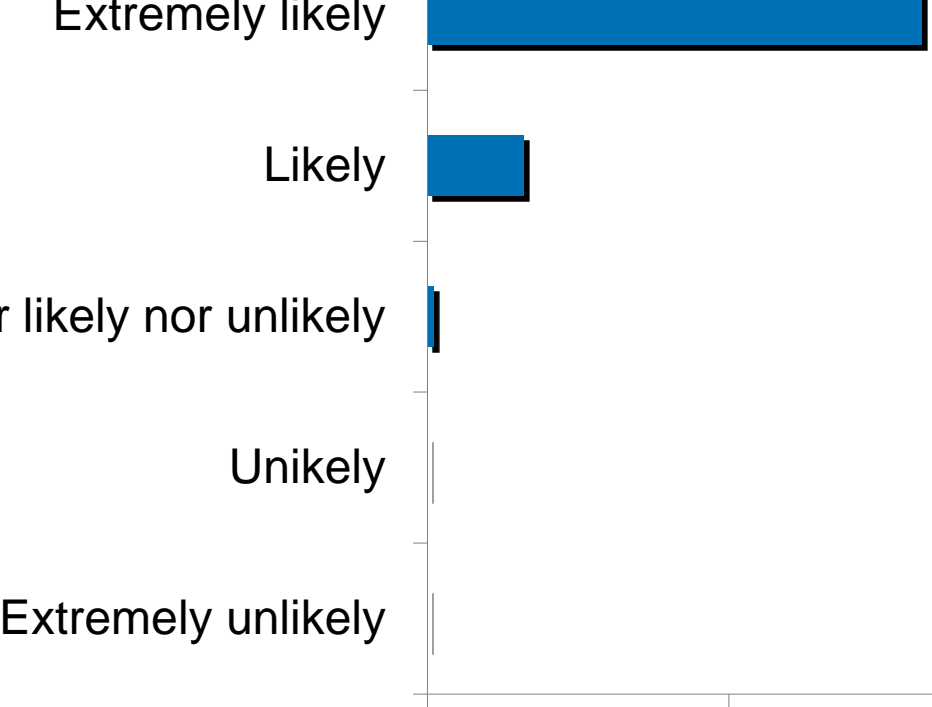
Seen with abdominal pain.

Urgent same day CT scan organised, home same day with antibiotics and seen daily in clinic until better.

Healthcare you can Trust

# RUH Patient Satisfaction

*“How likely are you to recommend our service to friends and family if they need similar care or treatment?”*



99% of patients would be extremely likely or likely to recommend the service

N=119



## 8 principles for SAEC

1. Establish a mechanism for identifying appropriate patients
2. Put in place a response that allows prompt skilled decision making
3. Right size diagnostics, decision makers and theatres
4. Put patients in control
5. Adopt clinical professional standards to reduce unnecessary variation
6. Develop an evaluation mind-set
7. Identify clinical change champions
8. Identify an Executive sponsor and underpin with a robust project management structure



## Surgical AEC Network

- Early 2017
- [aec@nhselect.org.uk](mailto:aec@nhselect.org.uk)

**Watch this space..  
Surgical AEC Network**