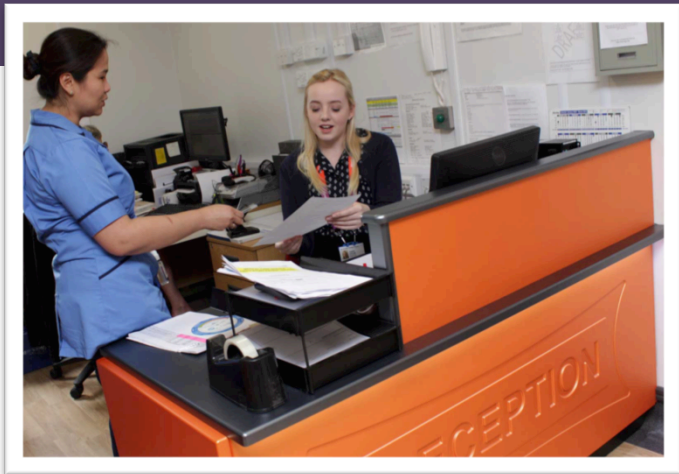
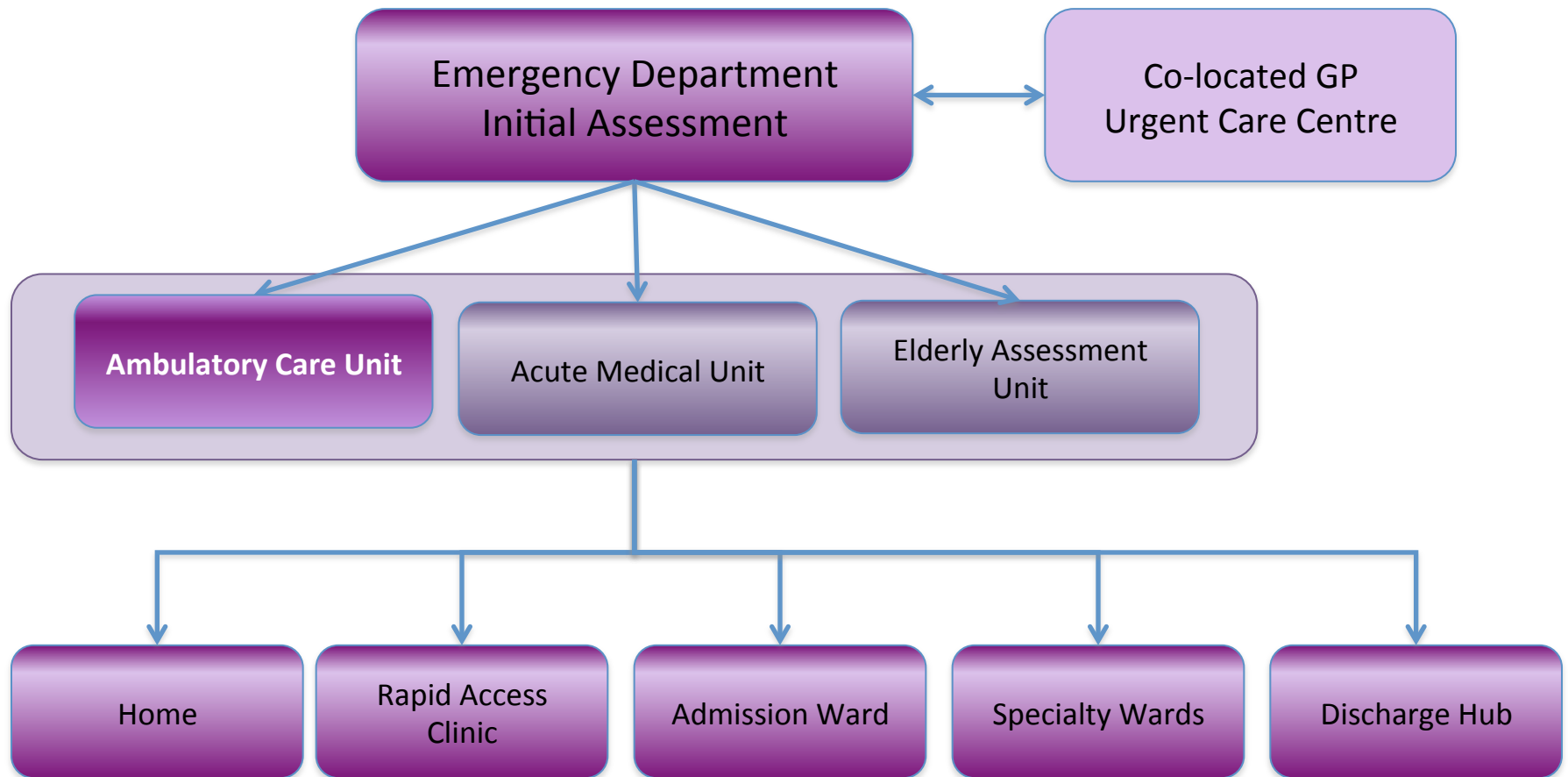


# Ambulatory Care Unit



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# New Models in Unplanned Care 2014/15



# Ambulatory Care Unit



The ACU was the first step in 2014/15 Medicine Transformation Programme, a move towards:

## **Ambulatory Care as the Norm**

Rapid-access model, one-stop urgent clinics seven days a week.



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# The Model



Providing dedicated ambulatory care for patients presenting with acute medical needs - distinct from patients requiring an on-going medical assessment in an inpatient bed.



# The Service



- Open 8am – 9pm, closing midnight, 7 days a week, excluding bank holidays
- Clinician to clinician discussions to ensure patients are streamed to the right area of care
  - Bypassing Emergency Department (ED) and reducing overcrowding
  - Reduction in patient waiting times
  - Improved patient experience
- Expectations
  - Throughput of 30 – 35 patients per day (170 – 195 / week)
  - Average stay in unit less than 6 hours
  - Avoiding unnecessary admissions
  - Reduce re-routing through ED
  - Admitted patients cared for in an appropriate medical setting

# The Service



- Assessment
  - Dedicated Radiology Slots (CT)
- Diagnosis
- Treatment
- Rapid Access Clinics
  - Neurology
  - Cardiology
  - Chest

# Expectations & Delivery



- ✓ **Better quality of care** and improved patient experience (11 hours ⇒ < 6 hours, fewer complaints, improved Friends & Family Ratings and change in complaint themes)
- ✓ **Avoidance of unnecessary admissions:** Average 171 attendances per week, 22.7 patients admitted ⇒ 13% conversion rate
- ✓ **Reduced risk** of overcrowding on ground floor: ED attends (ave. 970 fewer), ED admissions (ave. 645 fewer), ED conversion rate (ave. 3.6% less)\*
- ✓ **Right place, first time**
- ✓ **Increased throughput** for short stay patients (ave. 171 attendances per week)
- ✓ **Reduced readmissions**
- ✓ **Better use of skilled workforce** (Nurse Practitioner / Medics)
- ✓ **Improved staff morale** and satisfaction
- ✓ **Better integration with health economy partners**

\* Jan – May 2014 vs. 2015



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# Patient Feedback



I HAVE BEEN EXTREMELY IMPRESSED BY THE LEVEL OF CARE & PROFESSIONAL CLEANLINESS. AND THE TEA/COFFEE WAS GREAT APPRECIATED.

FRIENDLY STAFF ATTITUDE & GOOD CARE & ATTENTION  
 REFRESHMENTS WE GIVEN OUT TO PATIENT AND  
 CRIBS/RELATIVES AT FREQUENT INTERVALS

all good, STAFF EXCELLENT  
 DILIGENT - COURTEOUS AND FROM CARERS TO CONSULTANTS - A GREAT TEAM

5

- Dignity/Respect 5.0
- Involvement 5.0
- Information 5.0
- Cleanliness 5.0

I WAS TREATED EXCELLENTLY, KEPT INFORMED.  
 NURSING STAFF ESPECIALLY DEBBIE (17/2/15) THE NURSE + THE DOCTORS, NEAL + ONE ON LAST NIGHT AT 7ISH. ALL TEST RESULTS + SCANNING WERE EXPLAINED FULLY + RESPECTFULLY. EXCELLENT UNIT. THANK YOU SO MUCH

10/10  
 Staff and care really id and know very close together.  
 everything

The service was very professional all the nurses / doctors were very helpful & friendly.





# Next Steps



## Review of Opening Hours

- Potential extension M-F until 10 PM
- Reliant on full complement of Acute Physicians ( 3 vacancies)