

SW Senate Council

Dominic Williamson

RUH Bath

Sept 2015



Emergency Department

Emergency Department (A&E)

Urgent Care Centre

Emergency Ambulance Parking Only

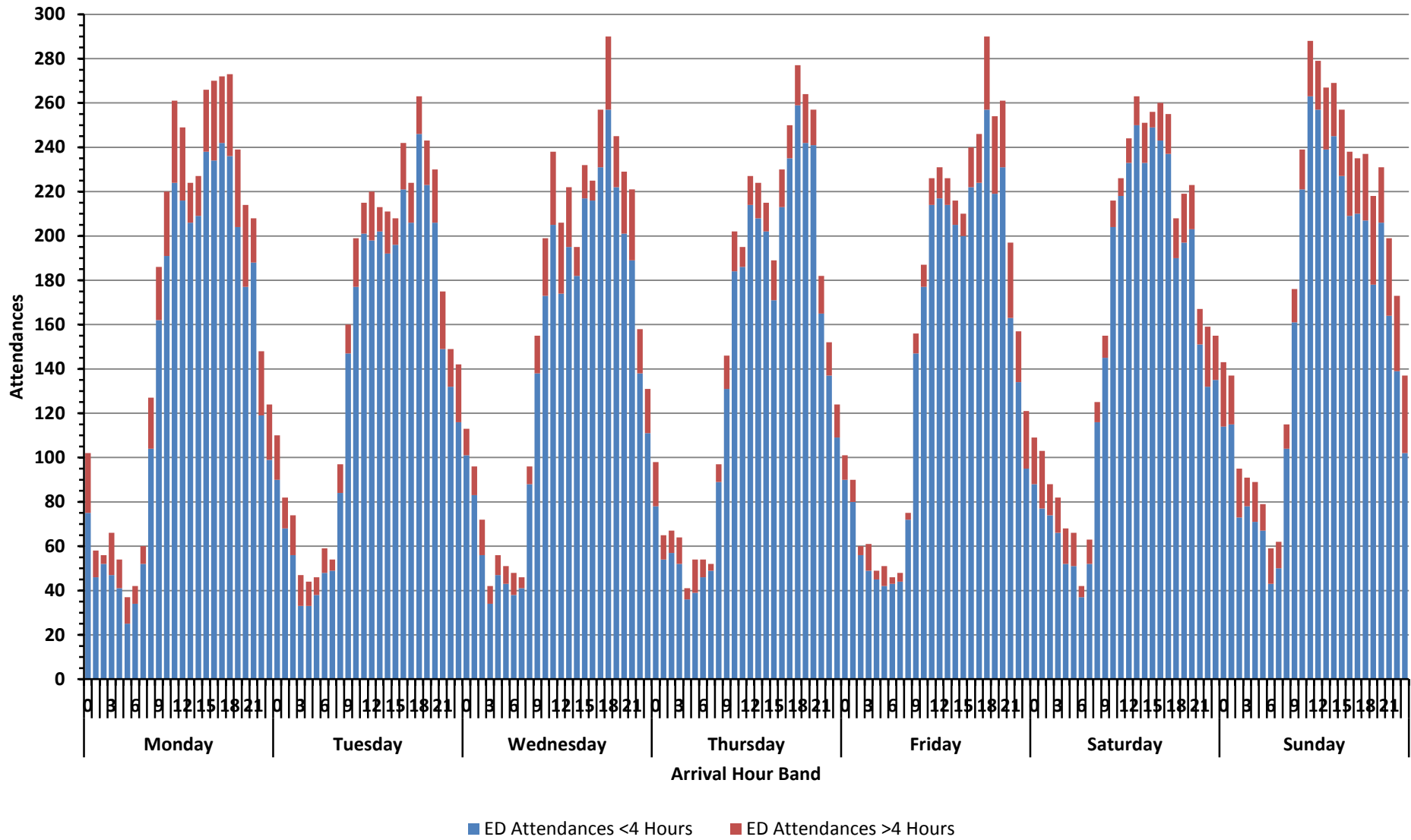
AMBULANCE

EMERGENCY AMBULANCE

STRICTLY NO PARKING
Applies 24 hrs
Except Police Vehicles

POLICE

RUH ED (Type 1) Attendances: 01/04/2015 to 23/08/2015



31/8/15-6/9/15
Attendances

Monday
243

Tuesday
235

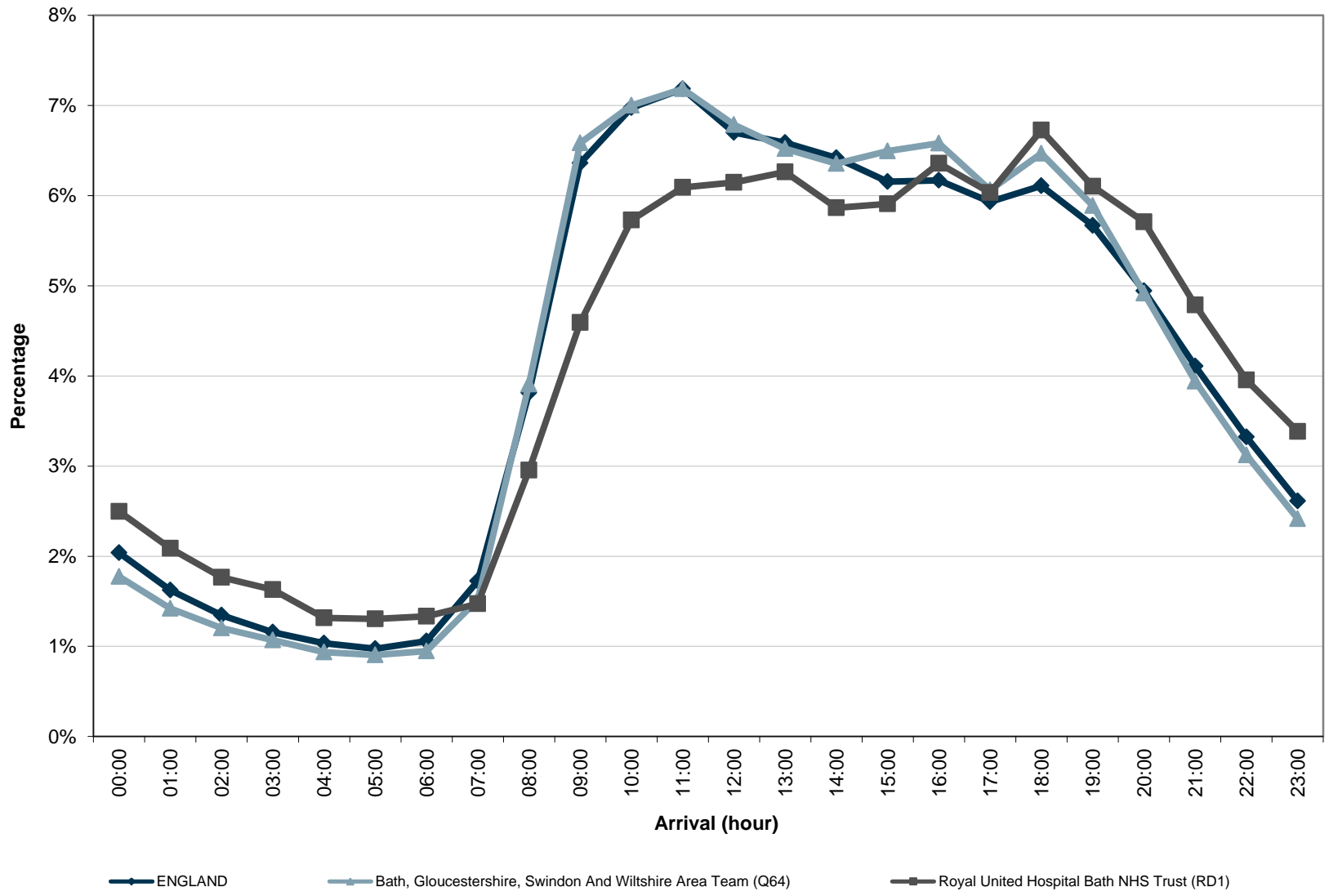
Wed
215

Thursday
184

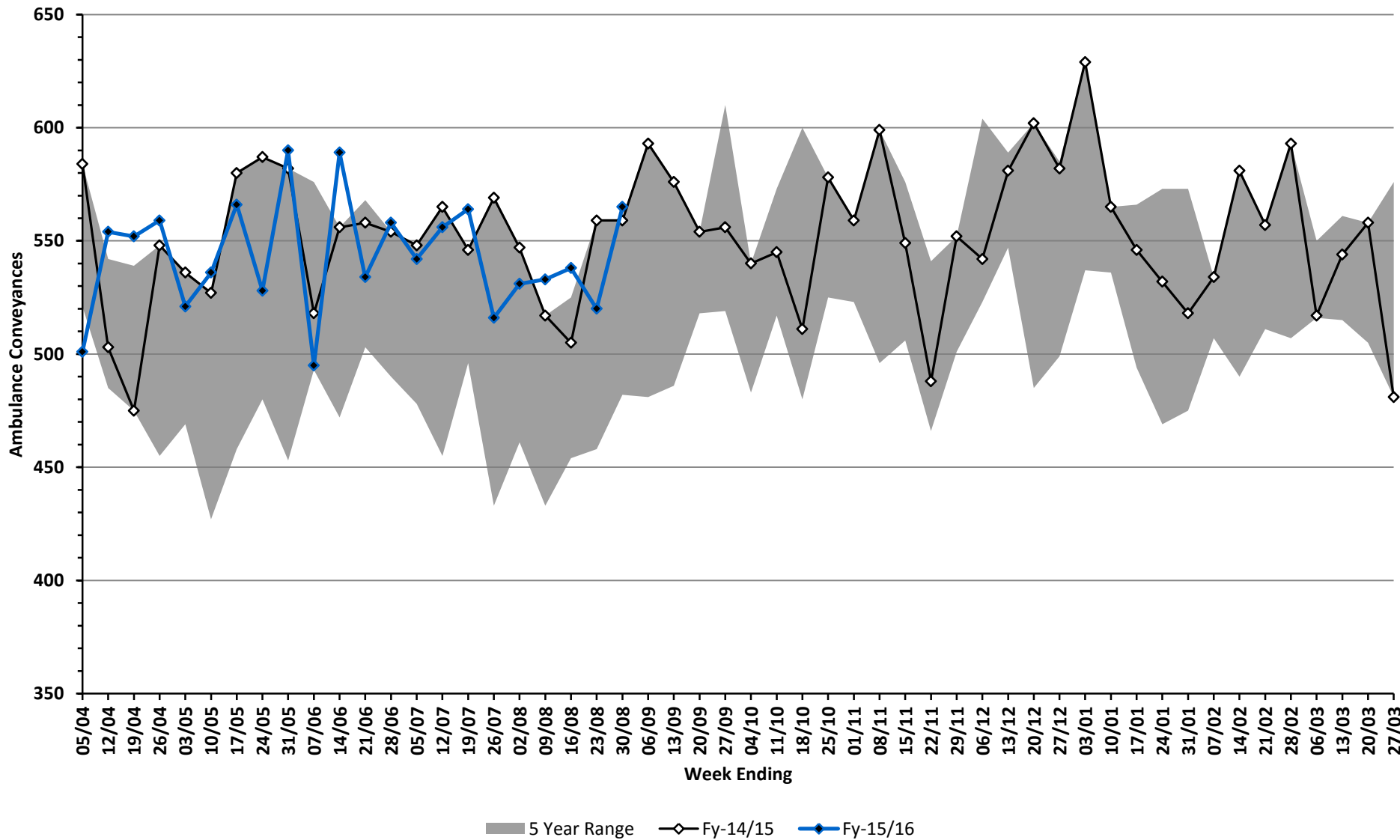
Friday
202

Saturday
241

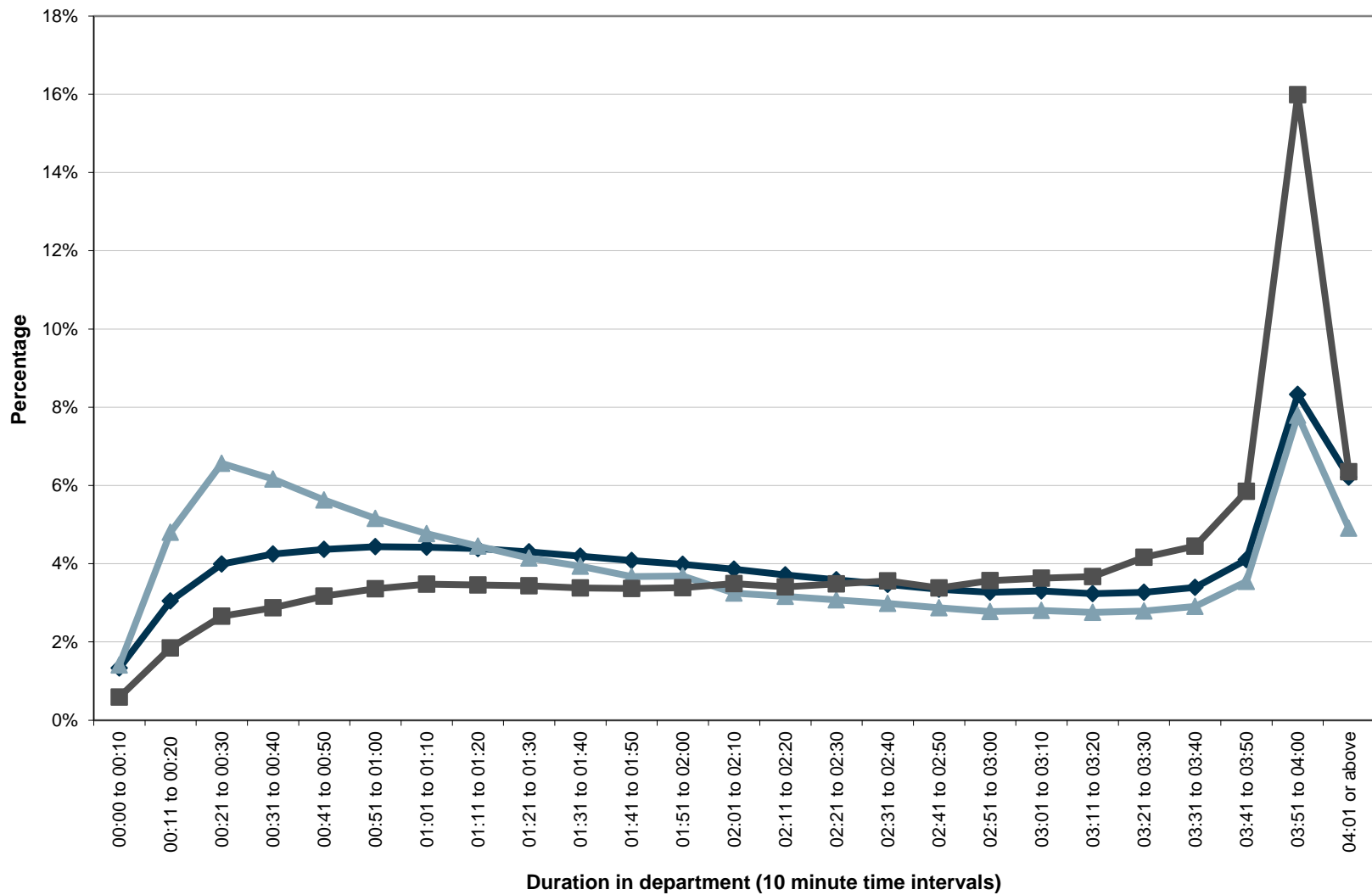
Sunday
275



RUH ED Weekly Ambulance Conveyances



2013-14 HES				
	ENGLAND		Royal United Hospital Bath NHS Trust	
	Number	Percentage	Number	Percentage
Age > 70	2,912,922	15.7%	17,405	25.1%
Arrival by ambulance	4,419,919	23.9%	27,070	39.0%
Admitted	3,850,223	21.2%	27,261	39.3%
Total	18,197,530		69,436	
Method of discharge (3 hrs 51 mins to 4 hrs)				
Admitted	905,945	59.8%	8,794	79.2%

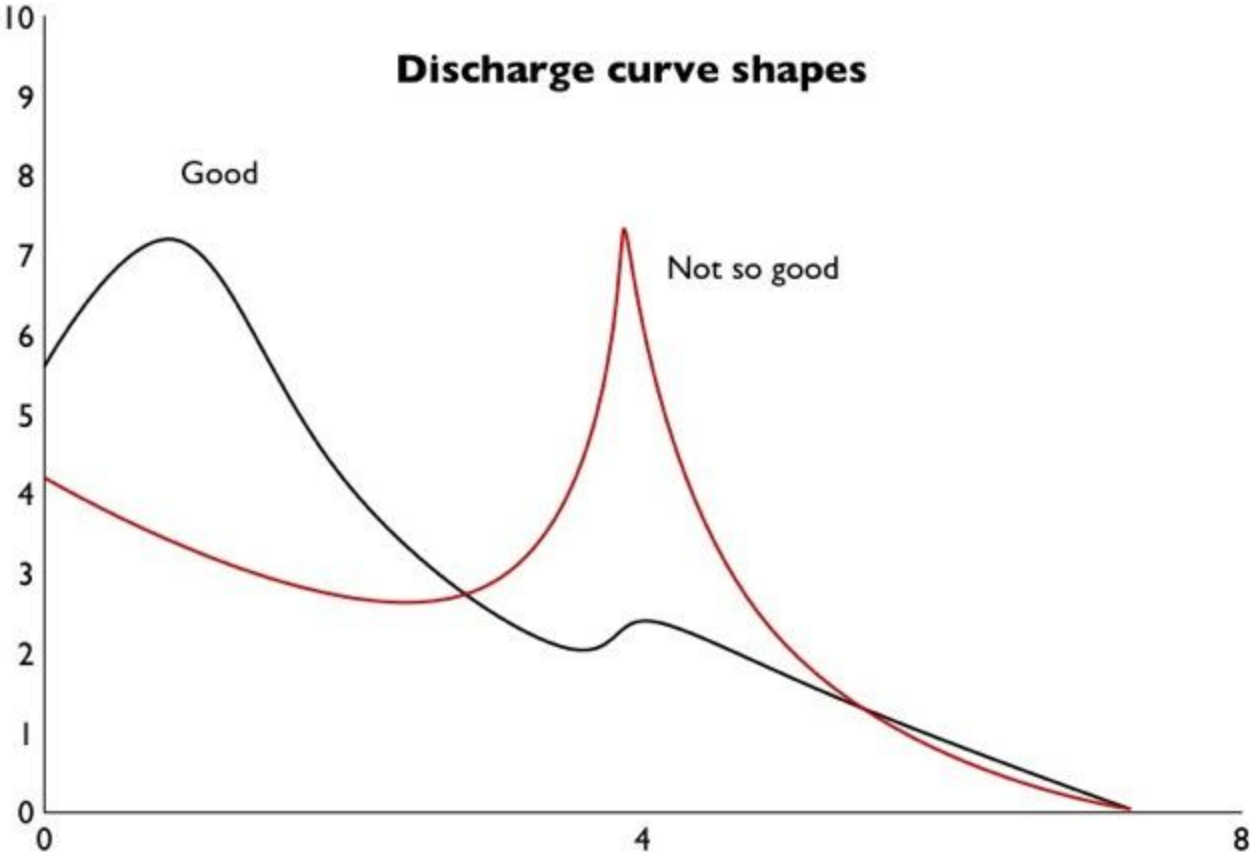


ENGLAND

Bath, Gloucestershire, Swindon And Wiltshire Area Team (Q64)

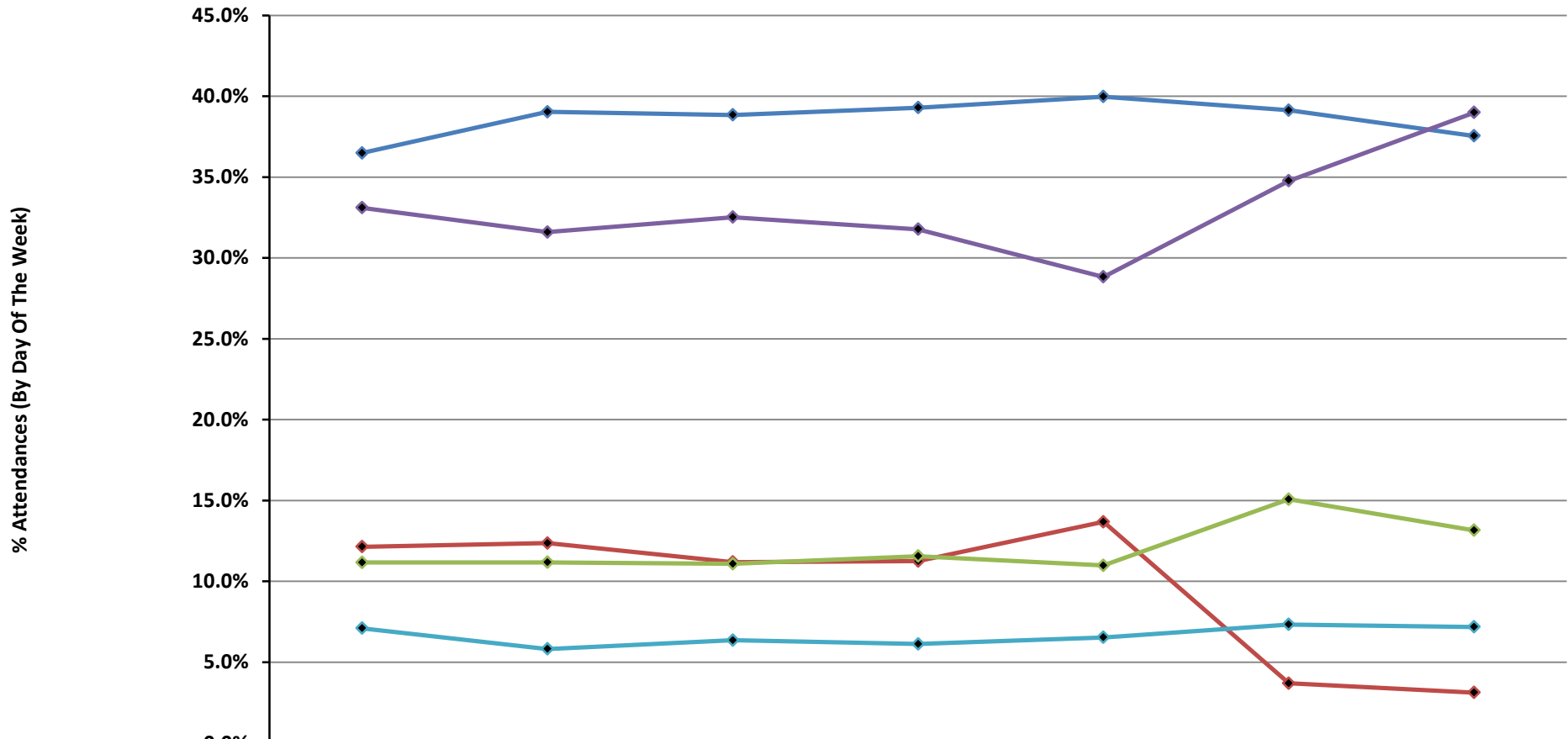
Royal United Hospital Bath NHS Trust (RD1)

Discharge curve shapes



Fy-2015/16 YTD	Total	% of Total	OOH	% OOH
Medical Bed	970	40.5%	473	48.8%
ED Delays	373	15.6%	289	77.5%
Clinical Exception	253	10.6%	128	50.6%
Surgical Bed	169	7.1%	65	38.5%
Urgent Care Unit	104	4.3%	33	31.7%
Side Room	85	3.6%	29	34.1%
Mental Health	76	3.2%	56	73.7%
Ortho Doctor	68	2.8%	22	32.4%
Orthopaedic Bed	54	2.3%	17	31.5%
Observation Bed	36	1.5%	23	63.9%
Others	205			
Total:	2393		1260	52.7%

RUH ED Activity By Referral Source: Fy-2014/15



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Emergency Services	36.5%	39.0%	38.8%	39.3%	40.0%	39.1%	37.5%
General Practitioner	12.1%	12.4%	11.2%	11.2%	13.7%	3.7%	3.1%
Health Care Provider	11.2%	11.2%	11.1%	11.6%	11.0%	15.1%	13.2%
Self Referral	33.1%	31.6%	32.5%	31.8%	28.8%	34.8%	39.0%
All Other Sources	7.1%	5.8%	6.4%	6.1%	6.5%	7.3%	7.2%

Ambulance crew survey July 2015

- 110 patient episodes
- 25 (22%) could have been managed without conveyance to ED
- 15 by GP
- Community hospital/MIU/DN/MH/Social care

- Declined/referred by GP
- No capacity
- No pathway of care
- Patient request

- Records access
- MH access

111 audit 2013

- 68 patients advised to attend ED/sent ambulance
- 45 attended
- 5 admitted
 - 2 febrile children could have been managed in community but displaced from home
 - 2 could have been assess in community and referred to specialty
 - 1 trauma requiring assessment

- 8/13 minor injuries drove passed another MIU to attend Bath
- 3/5 minor injuries correctly attending Bath required no care (1 DNW)

Summary:

Only 1/68 needed to attend ED within 1 hour.
42/45 could or should have been managed elsewhere.

Issues

- Capacity/paths of least resistance
- Engagement
- Cultural
- Continuity of care/efficiency of the system
- Integration
- Communication
- Care plans and pathways of care

Solutions

- Manage presentations
- Reduce admissions
- Reduce LoS

- Occupancy 85%

Integration

- 7 day service – home to home
- Care pathways
 - Falls, long term conditions including catheter and feeding tube care
- Out patient assessment and treatment pathways

Co-location

- All urgent care providers including emergency social care, transport and mental health
- Must have capacity to 'consume own smoke'

Investment

- Effective communication and access to records
- Effective transport system
- Responsive primary care, social care and mental health services across 7 days
- Effective advanced care planning/TEP

.....or invest heavily in secondary care

Treatment escalation plans

From 22/12/14 to 4/1/15 ninety-seven patients came to the ED from nursing homes. 13 were referred by a GP and 82 came directly via the ambulance service. 2 patients died in the Emergency Department. None of them had a management plan with a ceiling of care other than DNAR status. 34 were returned to care home from ED

