Frimley Health NHS
NHS Foundation Trust

Emergency Department Ward-to-Board

October 2018

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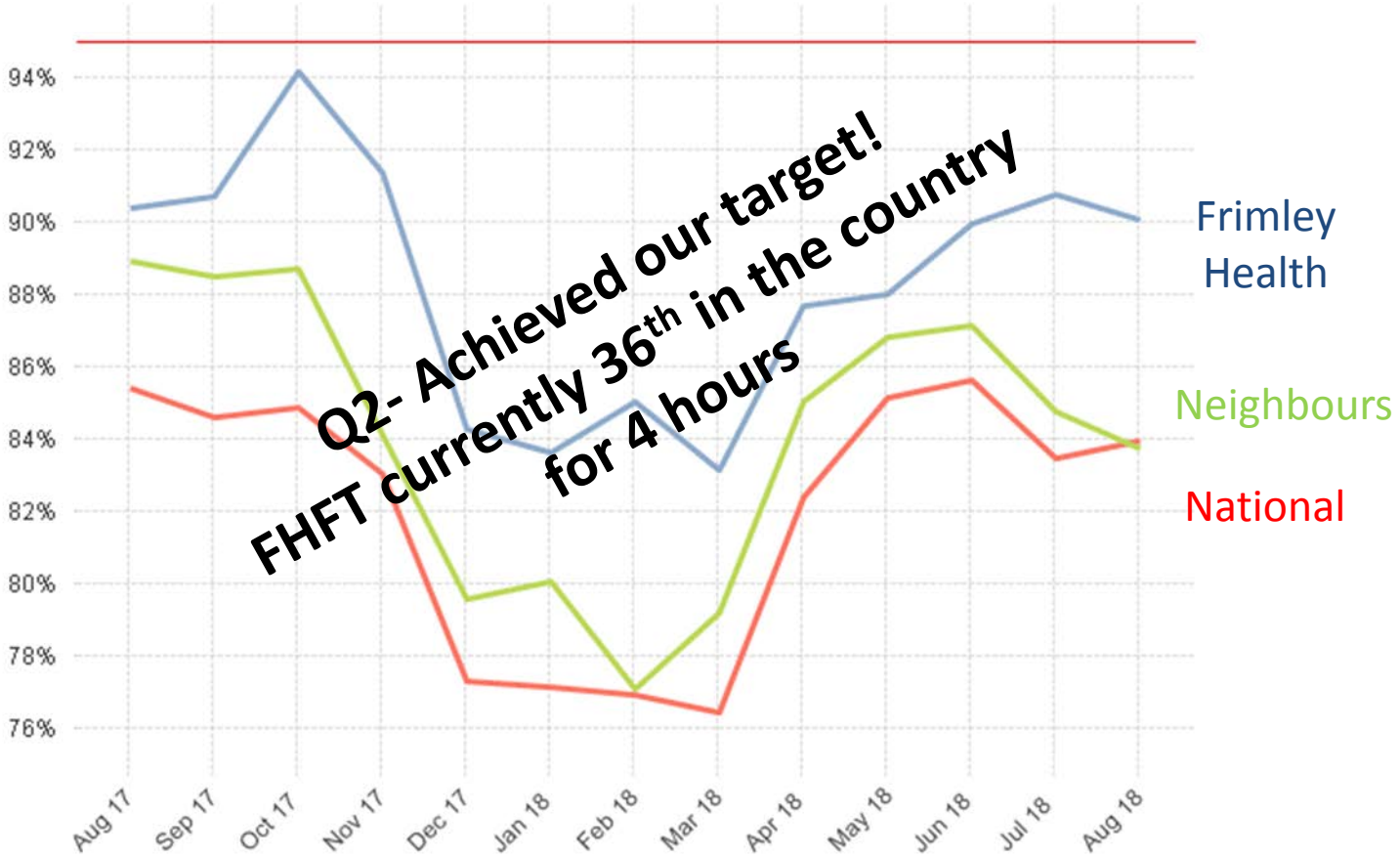

Some metrics…

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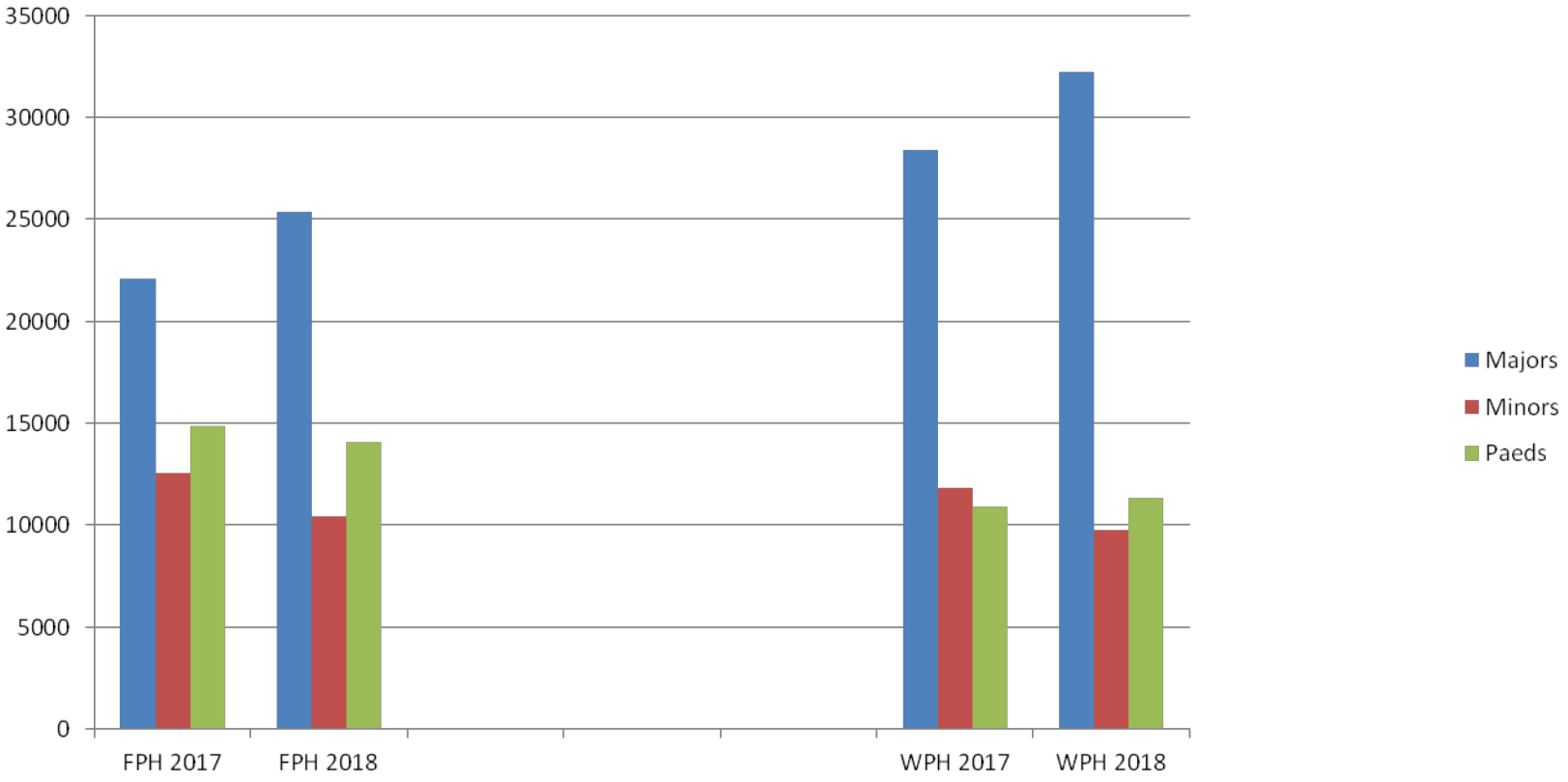

Weekly ambulances

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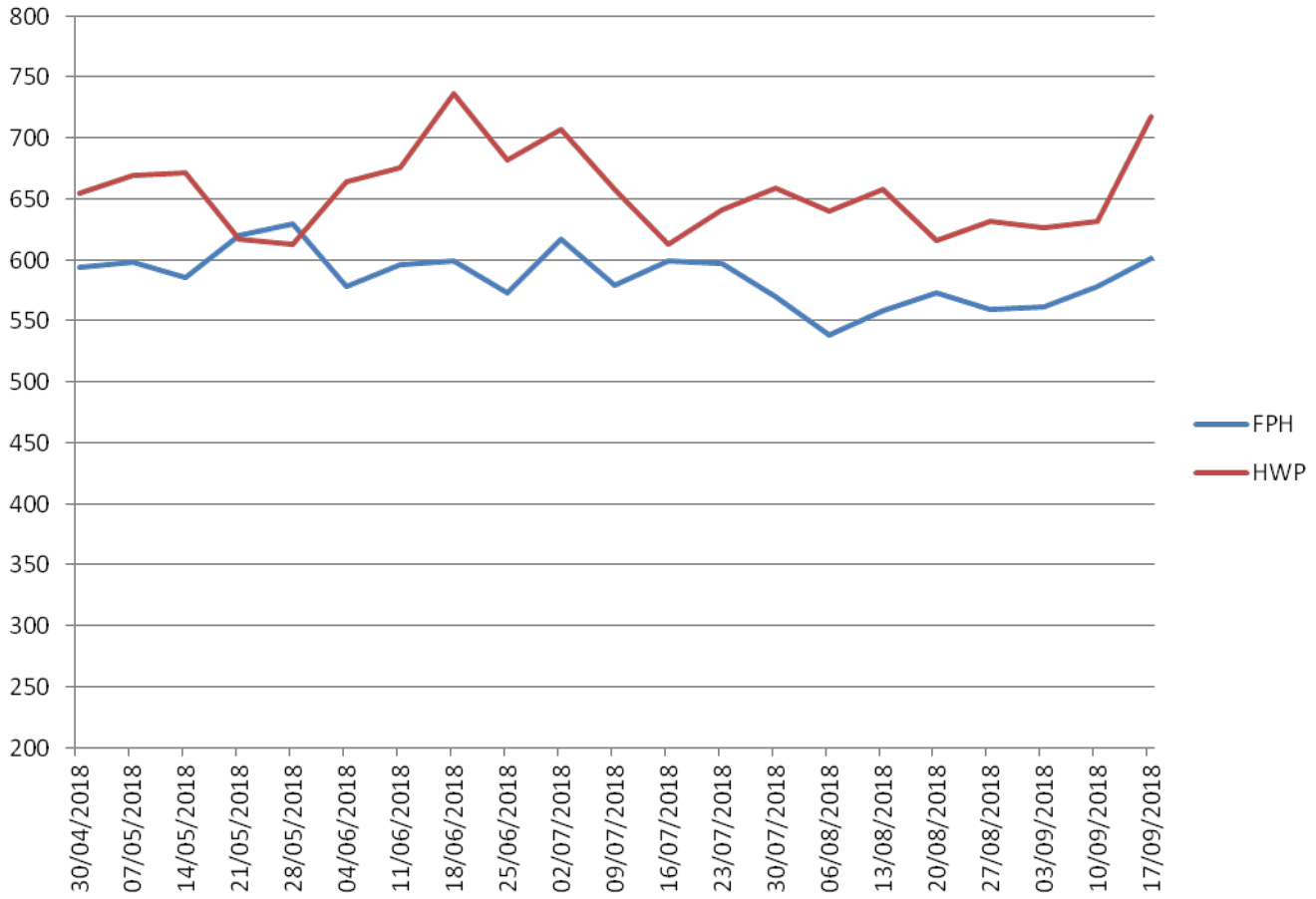

Prologue

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- Safety
- PERForm and SECURe
- Paeds MH Nurses
- Nurse Consultants
- Frailty award
- RCEM audits

FFT

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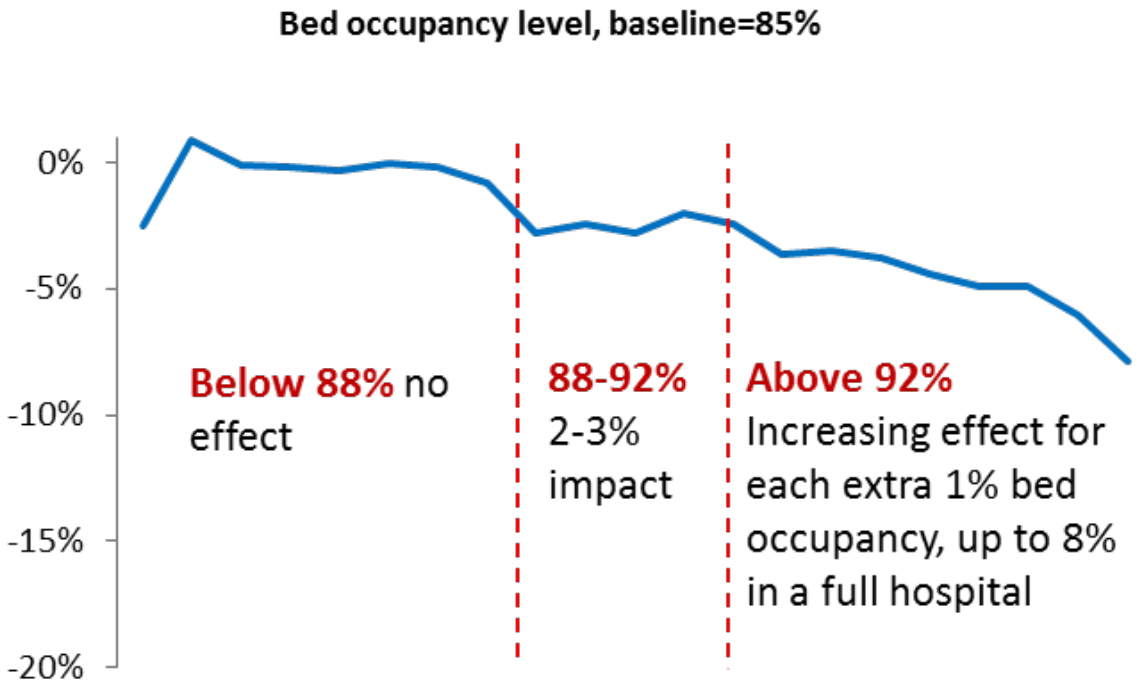
Bed occupancy level, baseline=85%
0%
-5%
-10%
-15%
-20%
Below 88% no effect
88-92%
2-3% impact
Above 92%
Increasing effect for each extra 1% bed occupancy, up to 8% in a full hospital

8 Key Indicators

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- Ambulance arrivals
- First clinical assessment
- Escalation
- Inappropriate areas
- Deteriorating patients
- Patient outcomes
- Specialist referrals
- Staff

Ambulance arrivals

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- Review of handover process
- Handover sheet and checklist
- 97% ambulance handover ≤ 30 mins
- 99.7% ambulance handover ≤ 60 mins
- Cross-site ambulance handover escalation

First clinical assessment

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- Emergency Severity Index used
- Designated areas
- Assessment vs Purple
- Streaming

Escalation

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- Formal escalation policy
- Symphony
- CEM Books
- Bed Managers
- ED huddles (debrief and review)

Inappropriate areas

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- Direct entry to ED from ambulance
- Formal safety checklist for surges
- HCA support
- Ambulance support

Deteriorating patients

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- NEWS2 just introduced
- PEWS and MEOWS
- Paediatric sepsis protocol
- Trust protocol (ED involved)

Patient outcomes

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- Incident reporting
- “Safety Snippets”
- Robust M&M
- Shop floor sharing
- Newsletters
- Clinical Governance agenda

Specialist referrals

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- “Decongesting ED”
- Ambulatory Care
- Assessment Areas and GP Unit
- PAU
- “Hot” Clinics
- Liaison with GPs/CCG/ICS

Staff

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- “Twilight”
- Engagement in overseas initiatives
- ACP & CESR programs
- Emergency Department Volunteer Team
- Morale

Aspiration

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Committed To Excellence | Working Together | Facing The Future

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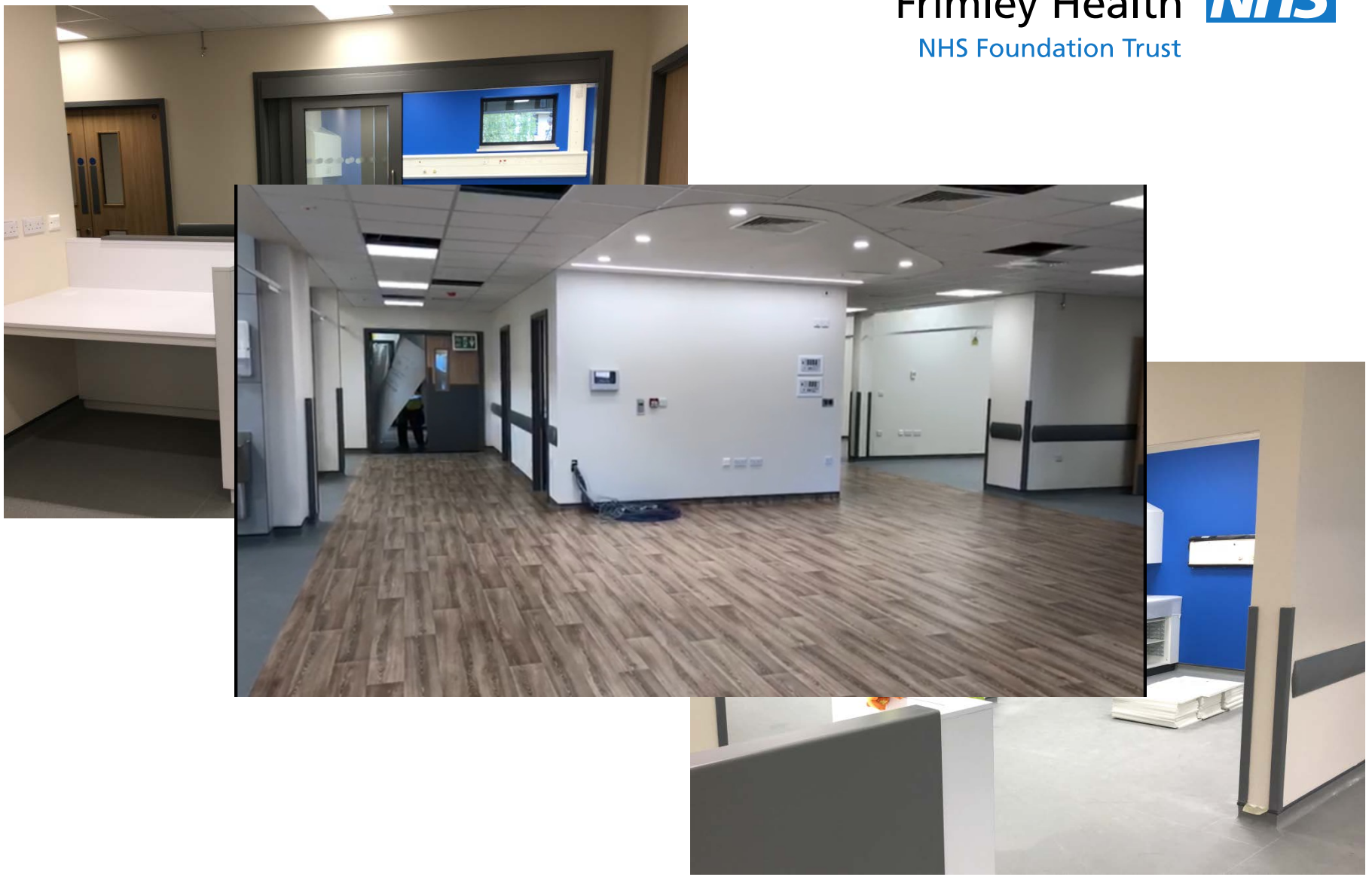

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The Way Ahead

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- EAC
- 4-hour improvement plans
- Internal Professional Standards
- QIPs

- … the patient's experience

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Aspiration

To develop an ED on both sites where we deliver caring, safe and high quality care from a workforce that enjoys and takes pride in its work