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Surgical Ambulatory Care Unit (SACU)
Our Journey

Mr M A Kazem
Mid Cheshire Hospital NHS Foundation Trust

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Why Ambulatory Care?

- Medical ACU
- A+E pressures with GP admission going there as no beds in SAU
- We had SAA but lost the space
- Challenge the way we manage the surgical take

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- New theatre and ITU complex
- Manged to refurbish old HDU
- September 2016 Surgical Ambulatory care Unit (SACU) opened

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Our mission

- **…to provide high quality emergency care that can be managed safely and appropriately the same day without admission to a hospital bed.**

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SAEC Network

Cohort 1:

- Aintree University Hospital NHS FT
- Barts Health NHS Trust
- The Royal Bournemouth & Christchurch Hospitals NHS FT
- Central Manchester University Hospitals NHS FT
- Frimley Health NHS FT
- Kingston Hospital NHS FT
- Mid Cheshire Hospitals NHS FT
- Norfolk & Norwich University Hospitals NHS FT
- St Helens & Knowsley Teaching Hospitals NHS Trust
- Whittington Health NHS Trust
- Wirral University Teaching Hospital NHS FT

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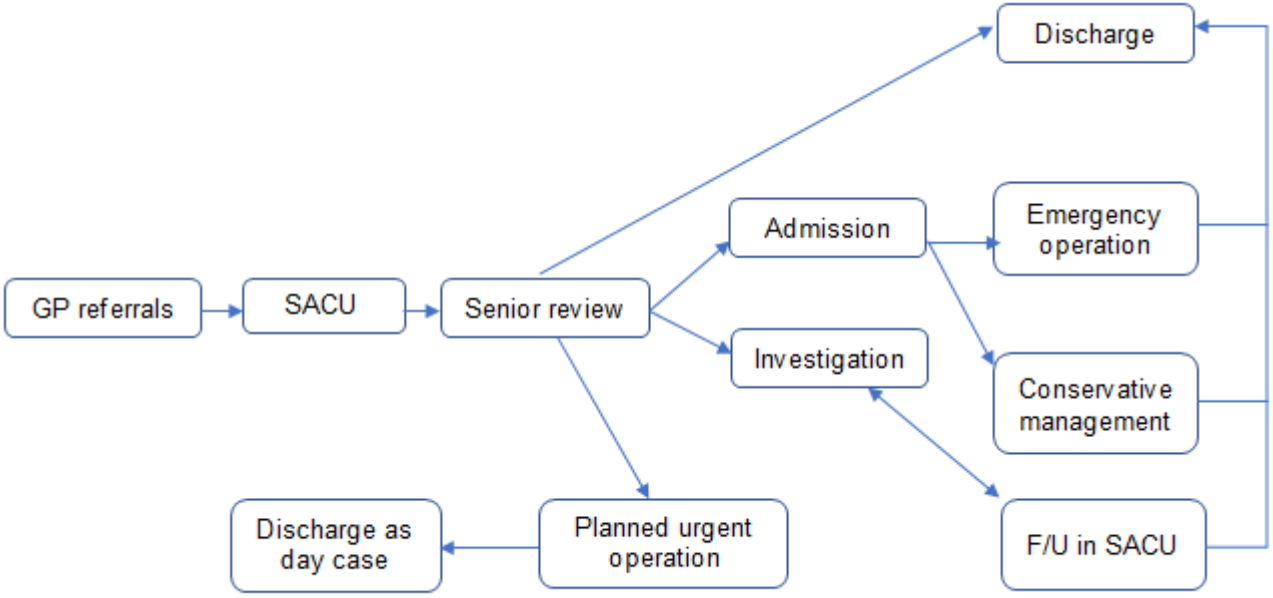
Flow diagram for SACU referrals



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SACU Objectives and KPI's

- To reduce number of emergency surgery admissions:
  - 1a. 70% of patients to be discharged home the same day
  - 1b. 30% of surgical take Monday to Friday to go to SACU
  - 1c. 30-day readmission rates for patients discharged directly from SACU to be less than 8.5%
  - 1d. 7-day readmission rates for patients discharged directly from SACU to be less than 4%
- To reduce the number of overnight stays of emergency patients:
  - 2a. LOS on SACU to remain under 8 hours
  - 2b. LOS of emergency surgery patients to be reduced
  - 2c. To reduce surgical bed days to achieve a bed day saving for emergency general surgery patients
- All patients on SACU to receive a clinical review by a senior decision maker:
  - 3a. 85% of all patients attending SACU to have their first clinical review by a senior decision maker within 4 hours
  - 3b. 75% of all patients attending SACU to have their first clinical review by a senior decision maker within 2 hours
- To improve patient experience:
  - 4a. 90% of SACU patients likely to recommend the surgical ambulatory care unit

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How did we do it?

- Engagement with primary care: ANP`s take calls from GPs directly
- Experience based Design including staff and patients
- Patients allocated slots in SACU to be seen in timely manner
- Engagement with other specialities: agreed access to scan slots (USS, CT, MRI)
- Virtual ward reviews
- Flow coordinator in the unit
- Expansion of ANP`s role

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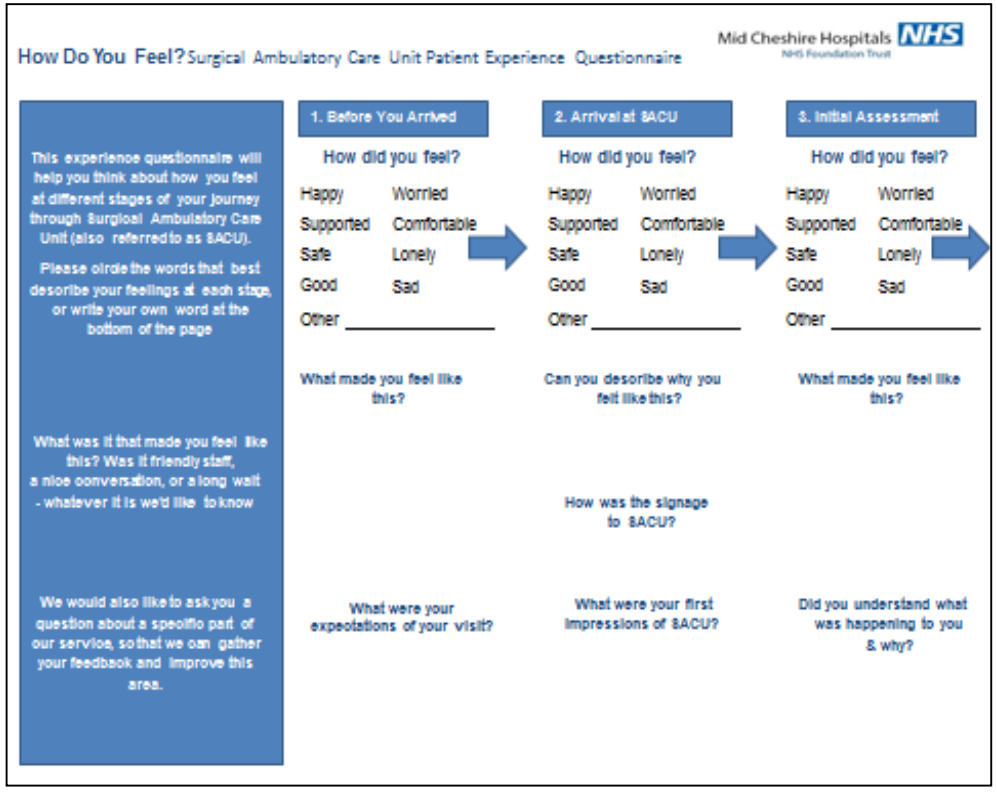
Engagement with patients

- Questionnaire devised utilising SAEC Network guidance.
- Designed to capture patient's views about the new service & map their emotional journey.
- Results reviewed on a monthly basis to capitalise on actionable comments in a timely manner.



How Do You Feel? Surgical Ambulatory Care Unit Patient Experience Questionnaire

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This experience questionnaire will help you think about how you feel at different stages of your journey through Surgical Ambulatory Care Unit (also referred to as SACU).

Please circle the words that best describe your feelings at each stage, or write your own word at the bottom of the page

What was it that made you feel like this? Was it friendly staff, a nice conversation, or a long wait - whatever it is we'd like to know

We would also like to ask you a question about a specific part of our service, so that we can gather your feedback and improve this area.

1. Before You Arrived

How did you feel?

Happy Worried
Supported Comfortable
Safe Lonely
Good Sad
Other _____

What made you feel like this?

What were your expectations of your visit?

2. Arrival at SACU

How did you feel?

Happy Worried
Supported Comfortable
Safe Lonely
Good Sad
Other _____

Can you describe why you felt like this?

How was the signage to SACU?

What were your first impressions of SACU?

3. Initial Assessment

How did you feel?

Happy Worried
Supported Comfortable
Safe Lonely
Good Sad
Other _____

What made you feel like this?

Did you understand what was happening to you & why?

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What was the impact?

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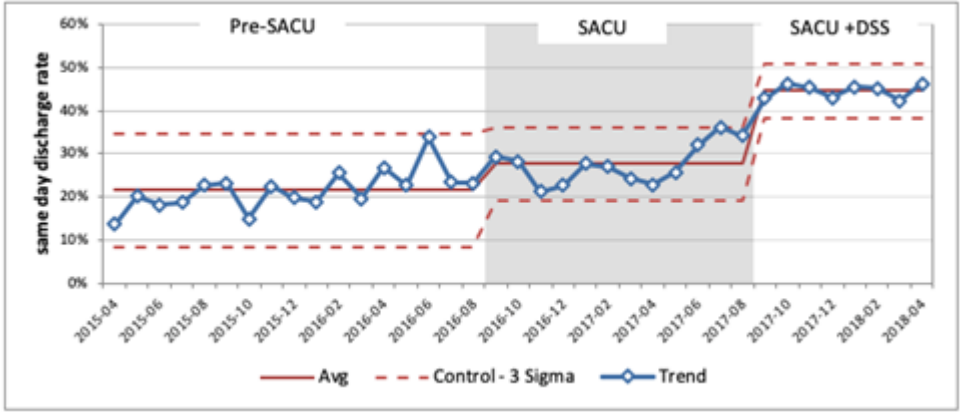
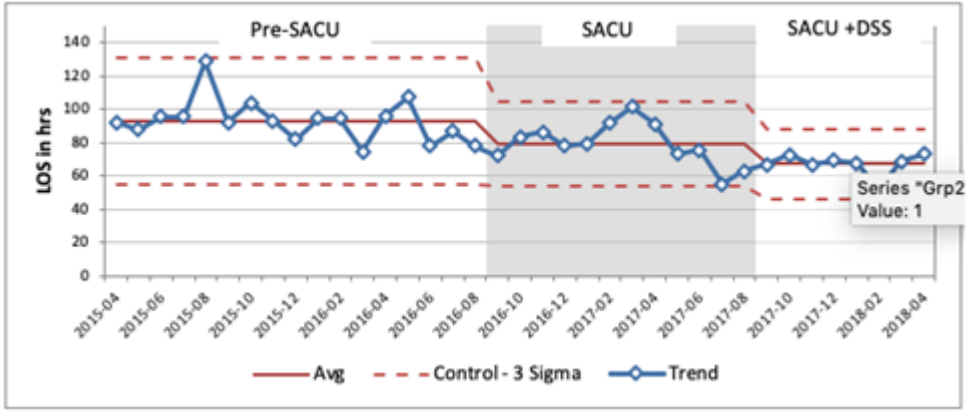
Effect on emergency referrals

- There was 104.5% percentage increase in same day discharge rate for emergency GP referrals
- same day discharge for all emergency referrals increased from 17% before SACU to 29% after introducing dedicated surgeon
- There was 25.88 hours reduction in the mean length of stay for emergency GP admissions
- There was 102 hospital bed stays saved every month since the opening of SACU





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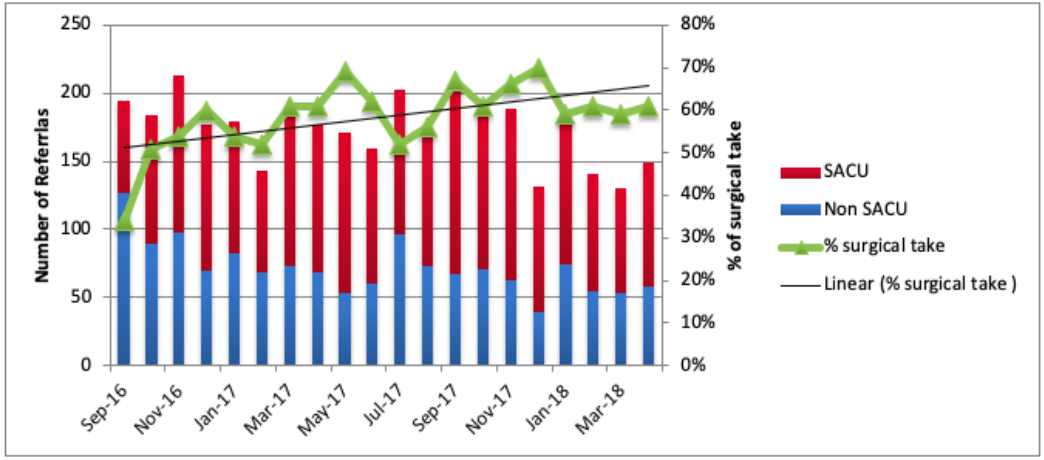
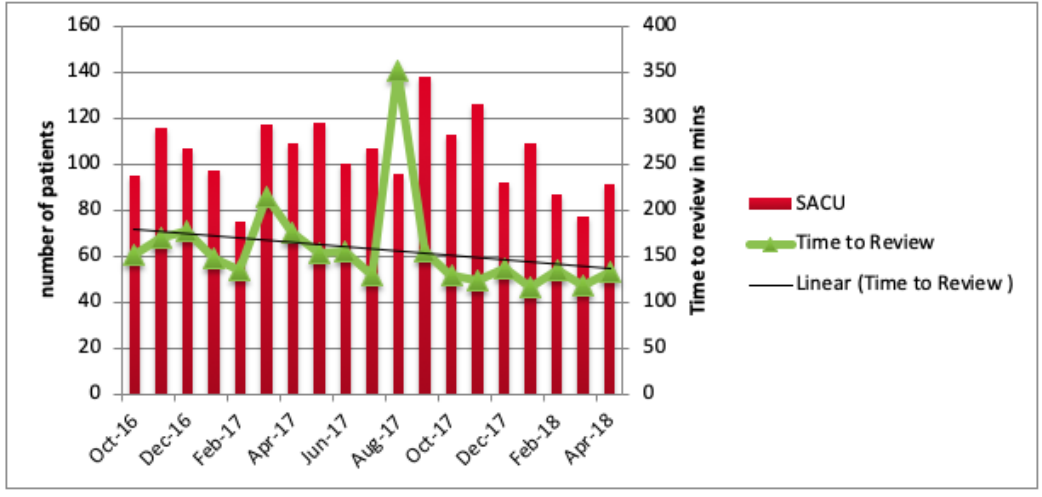
Effect on surgical take and waiting time

- There was 14.55% percentage increase in patients seen in SACU since having dedicated senior surgeon.
- Waiting time to senior review reduced from 178 minutes to 131 minutes





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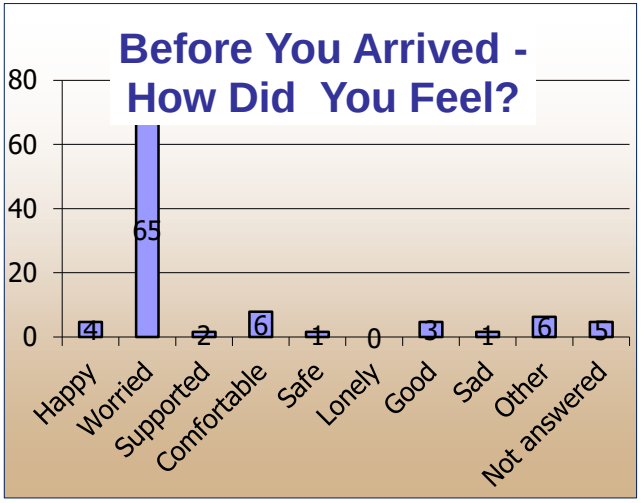
Patients' feedback

- 70% of patients worried prior to arrival, reduced to 6% following initial assessment on SACU.
- 100% of responses to First Impressions of SACU were very positive.
- Compliments were received to all grades of staff.



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The system worked well, the staff are very friendly. Information is given at all stages.

Very thorough examination, explained at all times anything that was done

High speed care whilst keeping beds free.

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What is next?

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PowerApps | E-Referral PC App

MCHT PC Referral App

New Referral

My Incoming Referrals

Logged in as: MohamadAli.Kazem@mcht.nhs.uk

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What is next?

- Pull from A+E
- Relocate the unit
- Integrate surgical PIU
- GP engagement

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