

Ambulance handovers and Rapid Assessment/Treatment (RAT)

Project aim

To improve patient safety and experience. We don't want any patient to wait more than 15 minutes for assessment or more than an hour to be seen by a Dr or ENP. This will prevent avoidable delays and help us to deliver the best care and outcomes. We want to know and feel like we have given excellent care.

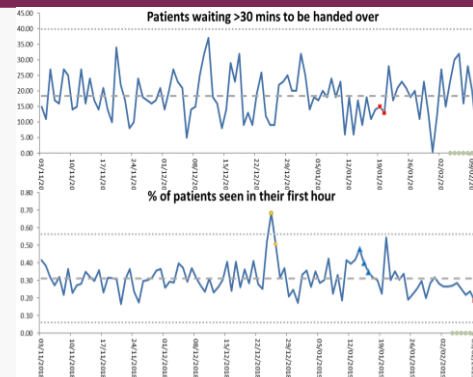
Timeline for delivery

From: April 2019 To: March 2020

Baseline Measures

On average approximately a third of all patients wait more than 30 minutes to be handed over to PAH from ambulances each day.

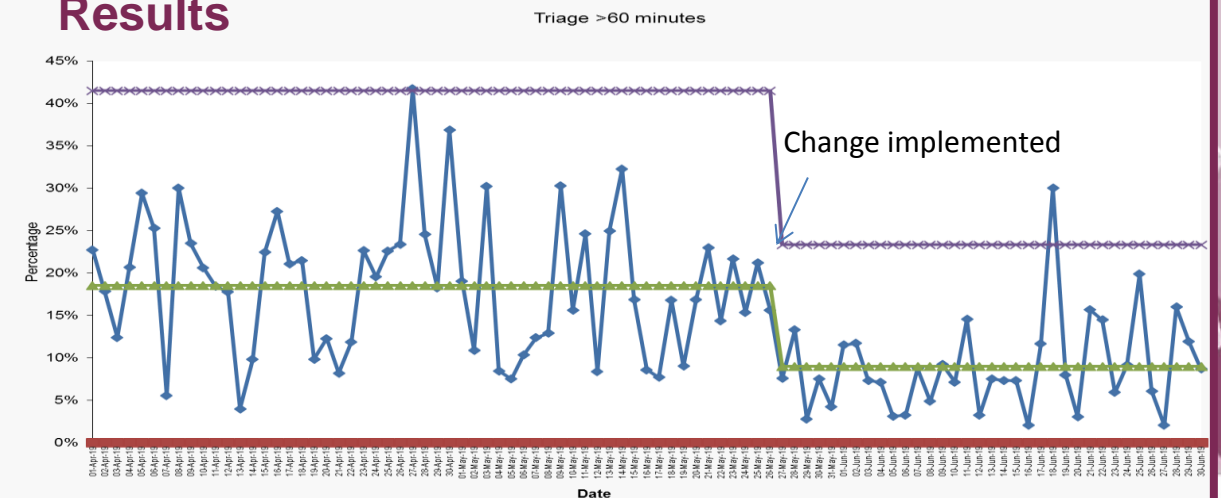
Also only 31% of patients are seen by an ENP or Dr in their first hour.



Project team

Kelly French – ED Head of Operations
Vicky Barnes – ED Matron
Dr. Andrea Annoni – ED Consultant
Claire Glasscock – Information Manager
Lesley Chandler – Medicine PS&Q Lead
Steph Lawton - Executive Sponsor & COO

Results



Tests for change

- Observations of practice took place on current process
- Rapid Assessment & Treatment (RAT) areas realigned to ensure every area set up with appropriate equipment
- Wide stakeholder event to capture issues & potential ideas for change
- Staff availability and current consultant led model scoped
- Alternative solutions scoped
- Pilot of Advanced Nurse Practitioners (ANP) leading process - defined role with ED consultant support
- RAT teams led by ANP 10.00-20.30 seven days a week

Learning & next steps

- Analyse data to review peaks to identify further potential improvements
- Continue with pilot
- Undertake workforce review to enable increased ANP led RAT service and ability to develop a rapid response team for times of peak activity
- Review impact on Sepsis and #NOF pathway compliance

