

Marvellous Melvin

Surgical Assessment Unit

Project aim

To deliver safe and efficient management of surgical patients referred from General Practitioners (GPs), Emergency Department and hospital wards.

Timeline for delivery

From: April 2018

To: August 2019

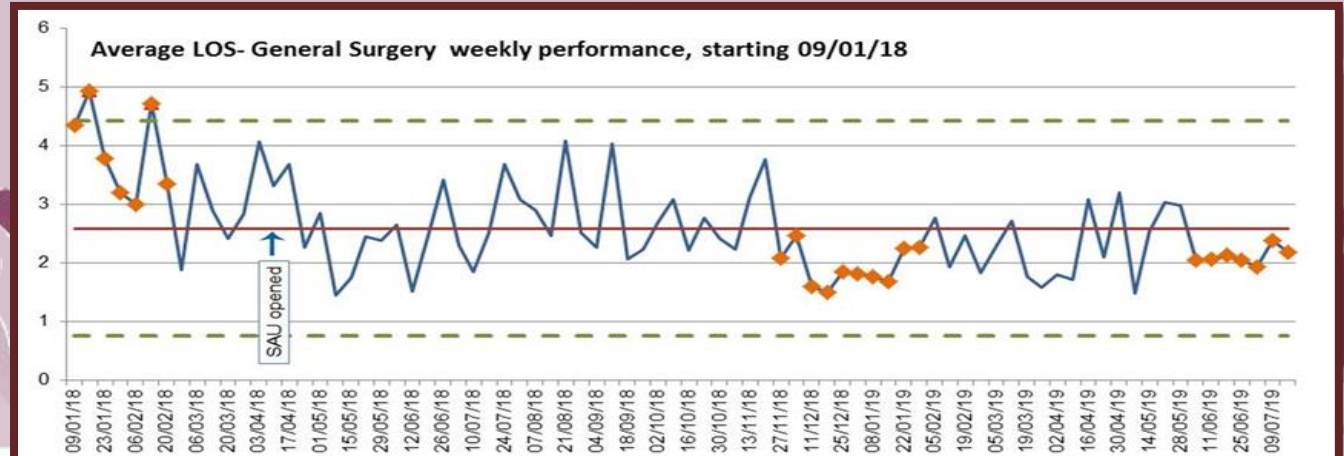


Project team

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Results

- Improved patient experience and time in the ED significantly reduced
- April 2018 total number seen in SAU 245 (15% admitted to main hospital), August 2019 727 seen in SAU (7% admitted to main hospital)
- SAU won team of the year at the Surgery Staff Awards



Tests for change

1. Established the unit was the first test of change
2. Streaming direct from rapid assessment in emergency department
3. Direct GP referrals
4. Increased the surgical specialities utilising SAU

Learning and next steps

Key learning: Communication between teams, patients and their families has been the primary reason for having 0 complaints and high level of compliments

Next steps: Increase the proportion of the surgical take to go through SAU
Develop specific pathways for high volume surgical conditions
Increase capacity of SAU

