

Identifying AEC Patients

East Lancashire Hospitals NHS Trust

The challenge

East Lancashire Hospitals NHS Trust was part of the Ambulatory Emergency Care Network (AECN), and one of the trusts looking at AEC pathways.

The aim of their AEC project was to ensure that all GP referrals went directly to AEC

What they did

The team participated in 3 workshops provided by the programme using them to confirm the success of current processes, consider changes to improve problems they were already aware of by identifying the root cause. The data analysis and casefile review feedback, gave them a more in depth understanding of their system and added to the current data they used, to establish a more informative dashboard.



What they found/achieved (the outcomes/data)

East Lancashire's sustainability report scored 57, demonstrating they still had a lot of work to do to be successful with their plans for AEC. It showed that there was room for improvement in the engagement and support of their senior and clinical leadership teams.

East Lancashire focused on engagement with the GPs to improve relationships, communication and understanding of AEC, to increase referrals.

There was evidence of a misuse of AEC with some processes that were inherited or done to assist other services. They aimed to address these by working with the other services.

'It's great to know that we are on the right track, but these sessions have helped us have a better understanding of how to get there'

Next Steps

Once the GPs are engaged with the processes to AEC, the team would like to develop an APP to support them further with quickly available information and referral processes.

For further information, please contact:

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