

# **A Day in the Life of the Emergency Department (A&E)**

**James Hill, Katherine  
Henderson**

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# A&E in numbers- In one day we.....



Treat about 400 patients in the Emergency Department (about 65 children) Varies 350-470



Receive 95 ambulances – varies 85-120



Discharge home after investigation and treatment >78%



Refer patients on to specialist teams for admission/ day case/ OP follow up.



We do about 180 X rays a day, 220 blood tests and give lots of medication



Currently see, treat and transfer care of about 90% of patients within 4 hours (target 95%)



# Plan

- Who are the staff?
- Who are our patients?
- The patient journey through the Emergency Department
- Why is A&E always in the headlines?



## Nursing staff

Matron



Sister



Staff nurse



Deputy sister



## We are colour coded!

Caribbean blue - Consultants



Dark Green - ST4+, senior fellows



Light Green - Junior staff, e.g. STs or GP trainees, locums



Raspberry - FY2s and locums





# Who staffs an Emergency Department



- Emergency Medicine nurses
- Emergency Medicine doctors
  - Trainee doctors
    - for EM, GP, Neurosurgery and not decided yet!
- ENPs ANPs and PAs
- Specialist staff for vulnerable patients – domestic violence, youth violence, psychiatry patients, frailty doctors,
- Admin staff- reception/ PALS
- Managers



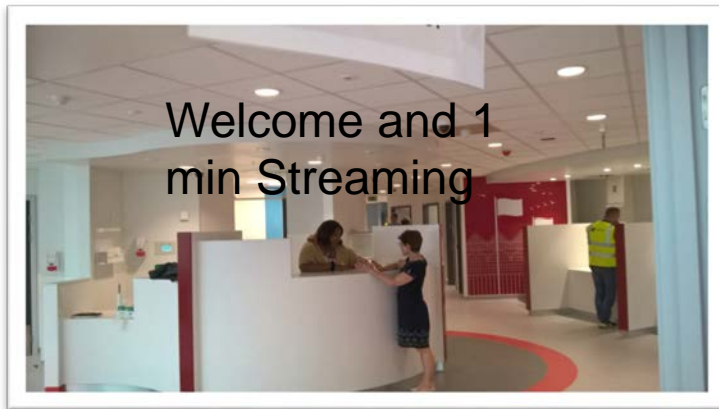
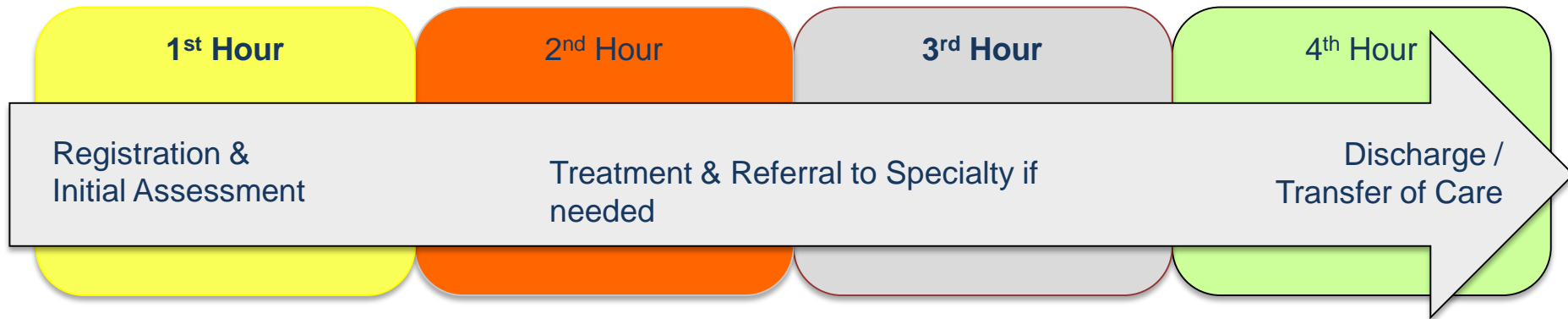
# Who are our patients

- Southwark and Lambeth residents plus
- Many not local-40%
- Young
- High prevalence of drugs and alcohol related presentations.

Percentage of type 1 A&E attendances by age group	Period	Trust Actual	Peer Median
Age under 1 year	Mar 2017	3.0%	4.2%
Age 1-18	Mar 2017	18.0%	21.2%
Age 19-39	Mar 2017	39.5%	29.0%
Age 40-59	Mar 2017	23.4%	21.3%
Age 60-79	Mar 2017	11.4%	13.5%
Age 80+	Mar 2017	4.7%	7.9%



# The Patient Journey- the aim



or



Ambulance  
staff hand over  
patient to  
nurse directly



# Where patients are treated Resus Room – Day 0





# Majors



Guy's and St Thomas'  
NHS Foundation Trust





# The Urgent Care Centre





# Childrens' ED

"Working with ADP enabled us to achieve our ambitions for a flexible high spec space which has delivered a functional clinical area designed with the child at the heart of everything."

Dr John Criddle, Clinical Lead, Children's Emergency Department, Evelina London Children's Hospital.



Treatment Area 5

ADP has enabled us to achieve our ambitions for a flexible high spec space which has delivered a functional clinical area designed with the child at the heart of everything.

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# Support Services we provide in A&E

- Alcohol Care Team including a LARC
- Homeless Team
- Oasis Team
- Domestic Violence Team



# The headlines- why is A&E always in the News!

- The 4 hour access target
- Winter pressures
- BBC Tracker- Jeremy Hunt: We must do better on NHS waiting times
- ‘Trolley waits’
- ‘Crowding’
- Ambulance unable to offload
- Concerns about privacy and dignity- corridor medicine
- Violence and Aggression



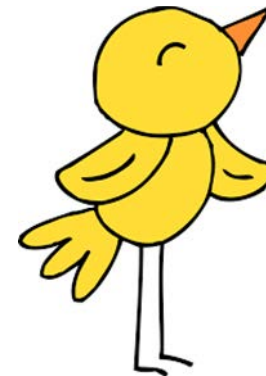


# What we do here

## Values and Challenges.

- Ambulance handover
- 12 hour breaches
- Staff support

- The Emergency Department is the canary of the Urgent and Emergency care pathway and possibly of the NHS



20 St Thomas' Hospital Quality Report 24/03/2016

Detailed findings						
	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Good	Good	Good	Outstanding	Outstanding	Outstanding
Medical care	Good	Good	Good	Outstanding	Good	Good
Surgery	Requires improvement	Good	Good	Good	Good	Good
Public access	Requires improvement	Good	Good	Good	Good	Good



# But also the front line and different headlines

- Westminster Bridge
- London Bridge
- Grenfell Tower
  
- The London Marathon
- Central London events

**EveningStandard.**

News › London

**Medical miracle as all 48 London Bridge terror victims who made it to hospital survive their injuries**

ROSS LYDALL | Friday 9 June 2017



# The new Emergency Floor



Guy's and St Thomas'  
NHS Foundation Trust





# The Re-build and the future

- Challenges with the Estate
- Cost
- Staff resilience
- Changing face of the NHS
- 'Getting it right'
- Services fit for the future
- Patients at the heart of what we do

Completed by spring 2018



# Invitation – view the new Majors area

**February 2018**