A Day in the Life of the Emergency Department (A&E)
James Hill, Katherine Henderson
A&E in numbers- In one day we…..

- Treat about 400 patients in the Emergency Department (about 65 children) Varies 350-470
- Refer patients on to specialist teams for admission/ day case/ OP follow up.

- Receive 95 ambulances – varies 85-120

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

- Discharge home after investigation and treatment >78%
- 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?
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.
The Patient Journey - the aim

1st Hour
Registration & Initial Assessment

2nd Hour
Treatment & Referral to Specialty if needed

3rd Hour

4th Hour
Discharge / Transfer of Care

Welcome and 1 min Streaming
or
Ambulance staff hand over patient to nurse directly
Where patients are treated Resus Room – Day 0
Majors

Guy's and St Thomas’
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This is where you will be assessed and given further treatment and care.
The Urgent Care Centre
“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.
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
But also the front line and different headlines

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

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