



Using 'Hot Clinics' in General Surgery to Reduce Further Emergency Attendances

THE TEAM

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BACKGROUND

The Accident and Emergency department (ED) has seen an increase in patients who present with surgical problems that are not hyper acute, but some of these patients are unwell and it would not be suitable for them to wait for an outpatient appointment.

This group of patients are at risk of having long waits in ED to be seen by a general surgical teams. Any treatment that they receive may not be in a timely manner or they may be seen by a different team to the one they are known to, if they have been recently discharged.

AIM : To run Surgical 'hot clinics' for stable ambulatory patients with surgical need

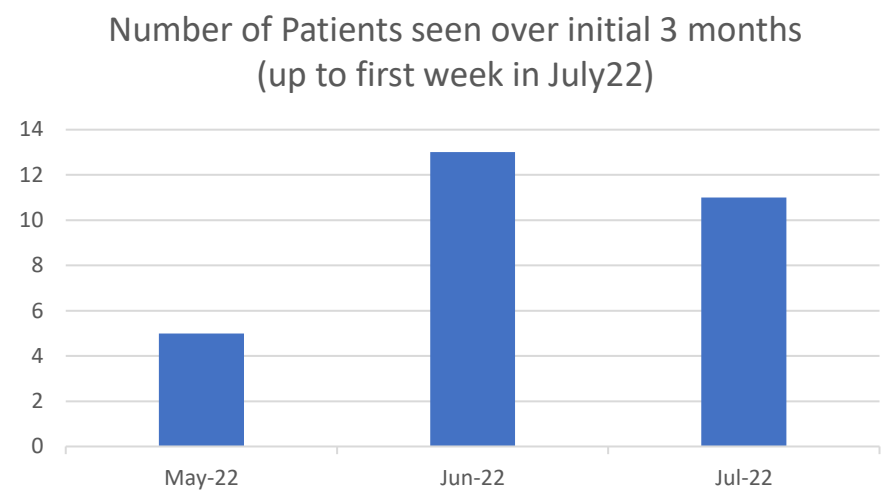
CHANGES & MEASURES

Surgical 'hot clinics' are now running a approximately three times a week and general surgery patients maybe seen for a variety of reasons including post discharge follow up, drain review or ED referral.

The clinics are run by Consultants and Registrars and allow patients to be booked in at short notice. Although the number of patients seen in the clinics appear small, they represent a quantifiable group of patients who were highly likely to have presented to ED, if not seen in the clinic.

The success of the clinics has been measured in the numbers being seen and the ease that patients can be booked into them

Early clinic Numbers



Examples of reasons for Attendance:

- Follow up post recent discharge
- Referral from ED
- Referral from AECU
- Drain review

OUTCOMES

The hot clinics are now an established part of the hospital service and part of the 'Main Effort' programme to ensure that only patients who will benefit from hospital admission are admitted.

The clinics allow staff to prioritise these surgical patients and avoid further attendances to ED, as well as improving the patient experience - avoiding long waits for outpatient appointments or in ED.

Examples from other hospitals demonstrate good evidence of patient satisfaction¹, as well as a positive impact on patient flow².

REFERENCES

1. [Emergency general surgery 'Hot Clinic': Efficiency, prevention of hospital admissions and factors influencing patient experience](#) – Dec202
2. [Improving patient flow in a busy acute NHS hospital: the surgical hot clinic - https://pubmed.ncbi.nlm.nih.gov/30951417/#:~:text=DOI%3A-10.12968/hmed.2019.80.4.234,-No%20abstract%20available](https://pubmed.ncbi.nlm.nih.gov/30951417/#:~:text=DOI%3A-10.12968/hmed.2019.80.4.234,-No%20abstract%20available)