

## New Ambulatory Emergency Care (AEC) Service

We are pleased to announce our new Ambulatory Emergency Care Unit opens its doors on Monday 6 October 2014.

West Middlesex University Hospital has been working with Hounslow CCG, other partner organisations and patient and carer representatives to create an exciting new service which will provide same day emergency care so that patients can return home quickly and safely.

### What is it?

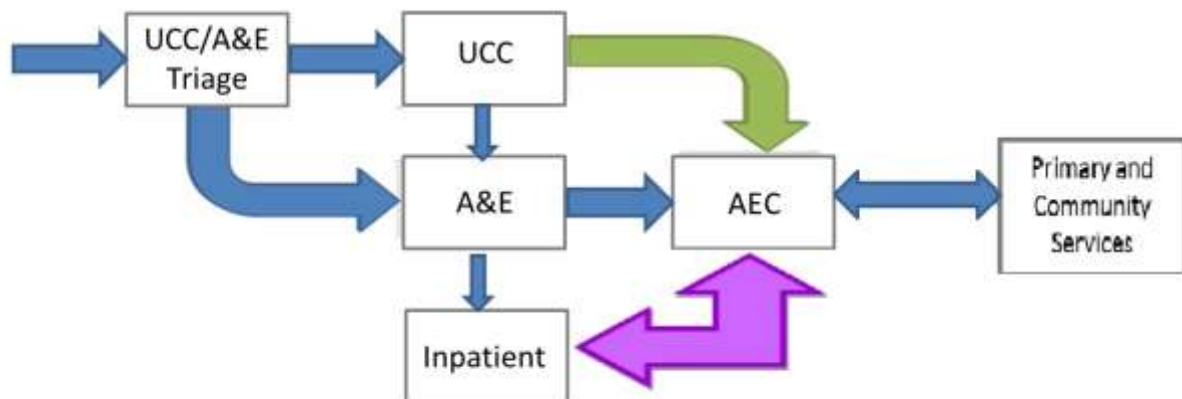
The AEC service will provide a fast and effective Ambulatory Emergency Care pathway and help to ensure that no one stays overnight if they can go home safely. Patients want services which are easy to access and deliver quick and effective care. Ambulatory Emergency Care ensures patients are assessed, diagnosed and treated on the same day and then sent home with on-going clinical follow up as required.

### Where is the AEC located?

The AEC service is located in Outpatients Department 1 because of its proximity to diagnostics as well as the Urgent Care Centre and Accident and Emergency Department. It is important that the AEC is accessible for patients and has a dedicated outpatient style location.

The diagram below illustrates where the AEC service fits in the patient pathway:

Patient pathway, where the AEC fits



### Opening Hours

The AEC service will be open Monday to Friday 8.00am until 8.00pm and provide a nurse-led service on Saturday and Sunday from 11.00am until 2.00pm until March 2015. The AEC service will then be open seven days a week from 8.00am until 8.00pm.

### **Who is leading the service?**

Dr Emma Rowlandson, Consultant in Acute Medicine is the clinical lead.

### **How do we refer patients into the service?**

Patients can be referred by their GP, the Urgent Care Centre, Integrated Community Response Service and A&E for assessment and treatment. Our medical wards can also refer to facilitate discharge and to continue treatment as an outpatient or in the community.

The referral process will be via a designated AEC mobile 07825 044391 or an AEC direct line on 0208 321 5966 between 8.00am and 8.00pm, Monday to Friday. At weekends and public holidays, between 8.00pm to 8.00am please contact the on call Medical Registrar via the main hospital switchboard on 0208 560 2121 until March 2015. A referral form must be completed and sent to the AEC for every patient via SystemOne, fax on 0208 321 2572 or NHS mail.

### **Where can I find out more information?**

Information about the service can be found on the Trust website – please [click here](#). Please find below a link our patient guide to Ambulatory Emergency Care. We kindly ask that you print this off and hand to any patients you refer into the service:

- [Patient Guide to the Ambulatory Emergency Care Service](#)

We welcome all feedback as this helps us continually improve the service. Please email your comments and suggestions to [gp.liaison@wmuh.nhs.uk](mailto:gp.liaison@wmuh.nhs.uk)