Gloucestershire Safety and Quality Improvement Academy 2025
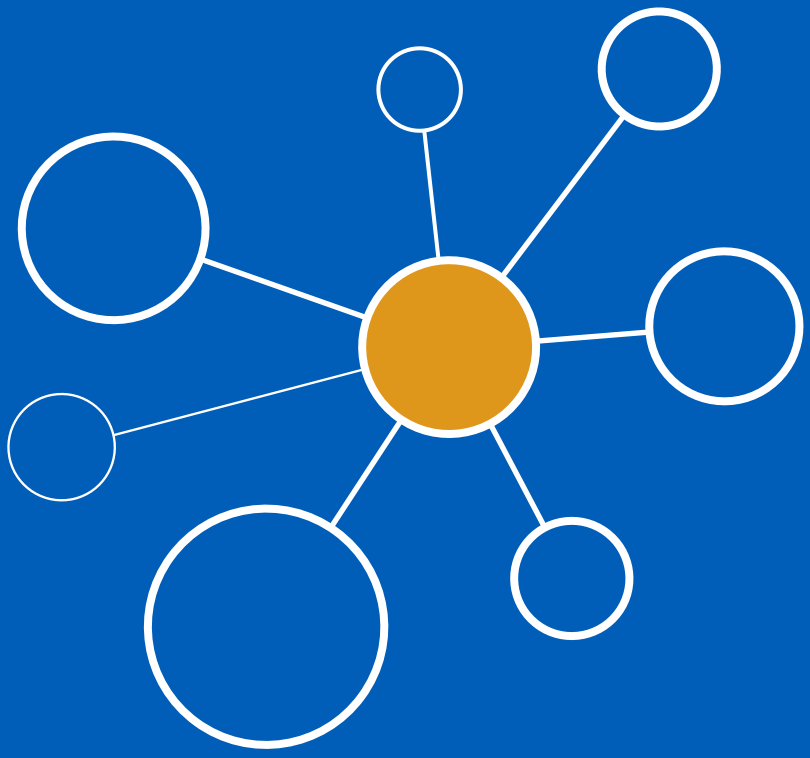
Help Us Send Patients Home!

Sasha Kinsella, Roshni Joseph, Ashlin Antony.

Background

On average, there are between 140 and 260 discharges each month from the Frailty Assessment Unit.

QI Team & Stakeholders

Sasha Kinsella, Frailty Support Practitioner

Roshni Joseph, Frailty Advanced Nurse Practitioner

Ashlin Antony, Frailty Nurse Practitioner

Dr Sangeeta Kulkarni, Consultant Physician COTE, Clinical Lead Frailty.

ED Management

Site Management

Jeannette Godwin - Advanced Clinical Practitioner MSc

Jo Shaw - Homeward Assessment Team Integration Lead

Outcome Measures
- The time Nurse Practitioner starts screening patients
- Time ED bed request is made
- Time patient(s) arrived in the department

Calculating the total time taken for the whole process:
Data sourced randomly, from 20 patients. Excluding patients who likely require admission.

Process Measures
- Teaching sessions to ED team and FAU team
- Proposal to the team lead for one NP to start at 07:00
- Liaise with management for allocating a porter for transfers

Identifying Suitable Patients from ED

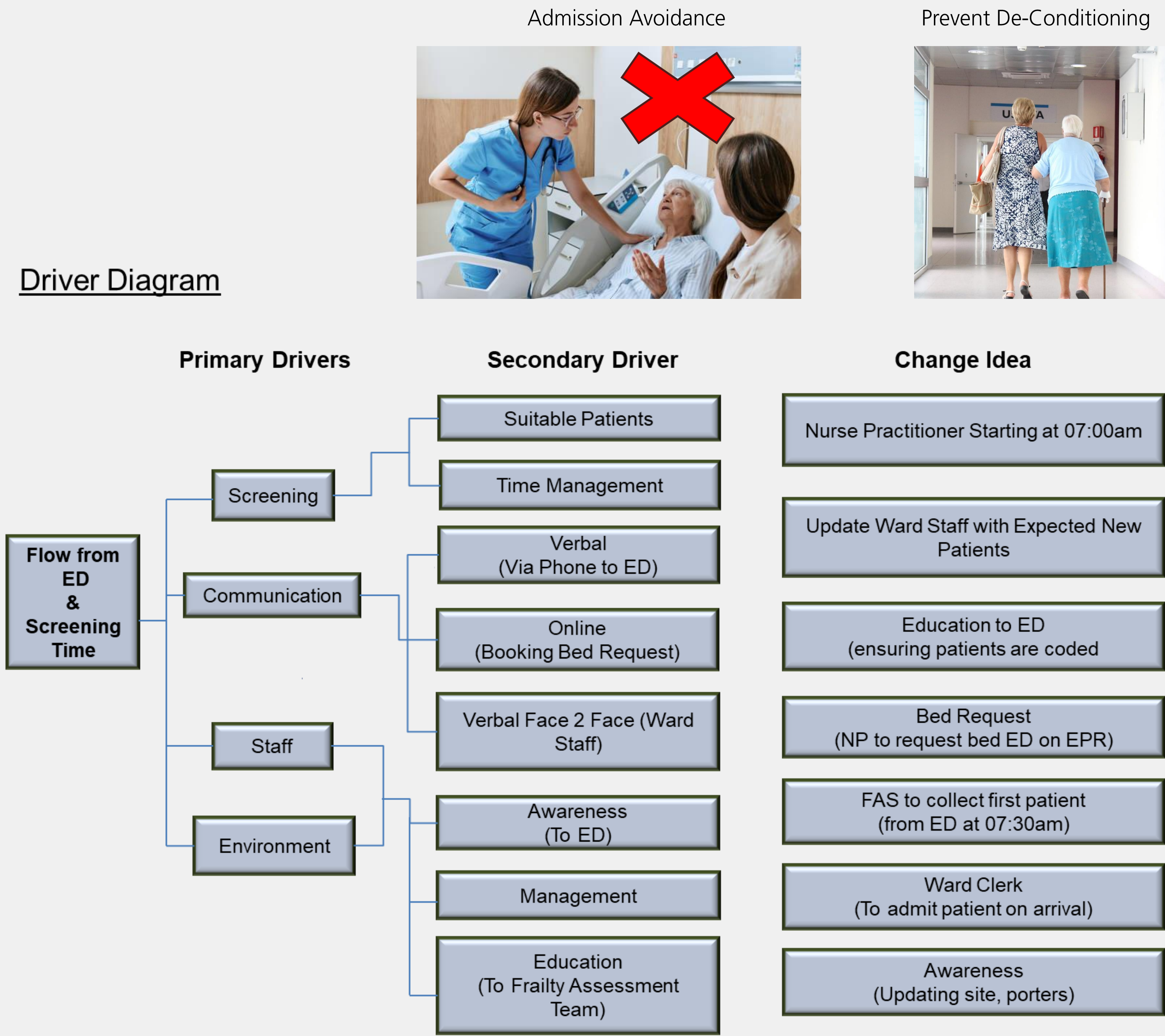Quick Transfer from ED to DA

Aim

Increasing Efficiency
Reduce the screening time for identifying suitable patients from the Emergency Department (ED) to Direct Attend (DA) by 50% to ensure timely patient care and minimise delays.

Optimising Workflow
Improve the patient transfer process from ED to DA by 25% within one month to minimise waiting times and enhance patient experience.

Admission Avoidance

Prevent De-Conditioning

Driver Diagram

Primary Drivers	Secondary Driver	Change Idea
Flow from ED & Screening Time		
Screening	Suitable Patients	Nurse Practitioner Starting at 07:00am
	Time Management	Update Ward Staff with Expected New Patients
Communication	Verbal (Via Phone to ED)	Education to ED (ensuring patients are coded
	Online (Booking Bed Request)	Bed Request (NP to request bed ED on EPR)
Staff	Verbal Face 2 Face (Ward Staff)	FAS to collect first patient (from ED at 07:30am)
Environment	Awareness (To ED)	Ward Clerk (To admit patient on arrival)
	Management	Awareness (Updating site, porters)
	Education (To Frailty Assessment Team)	

Discharges from FAU each day

Jan 2024 to date; includes patients discharged home from FAS, as well as those transferred to a ward

Total number of discharges: 2,715
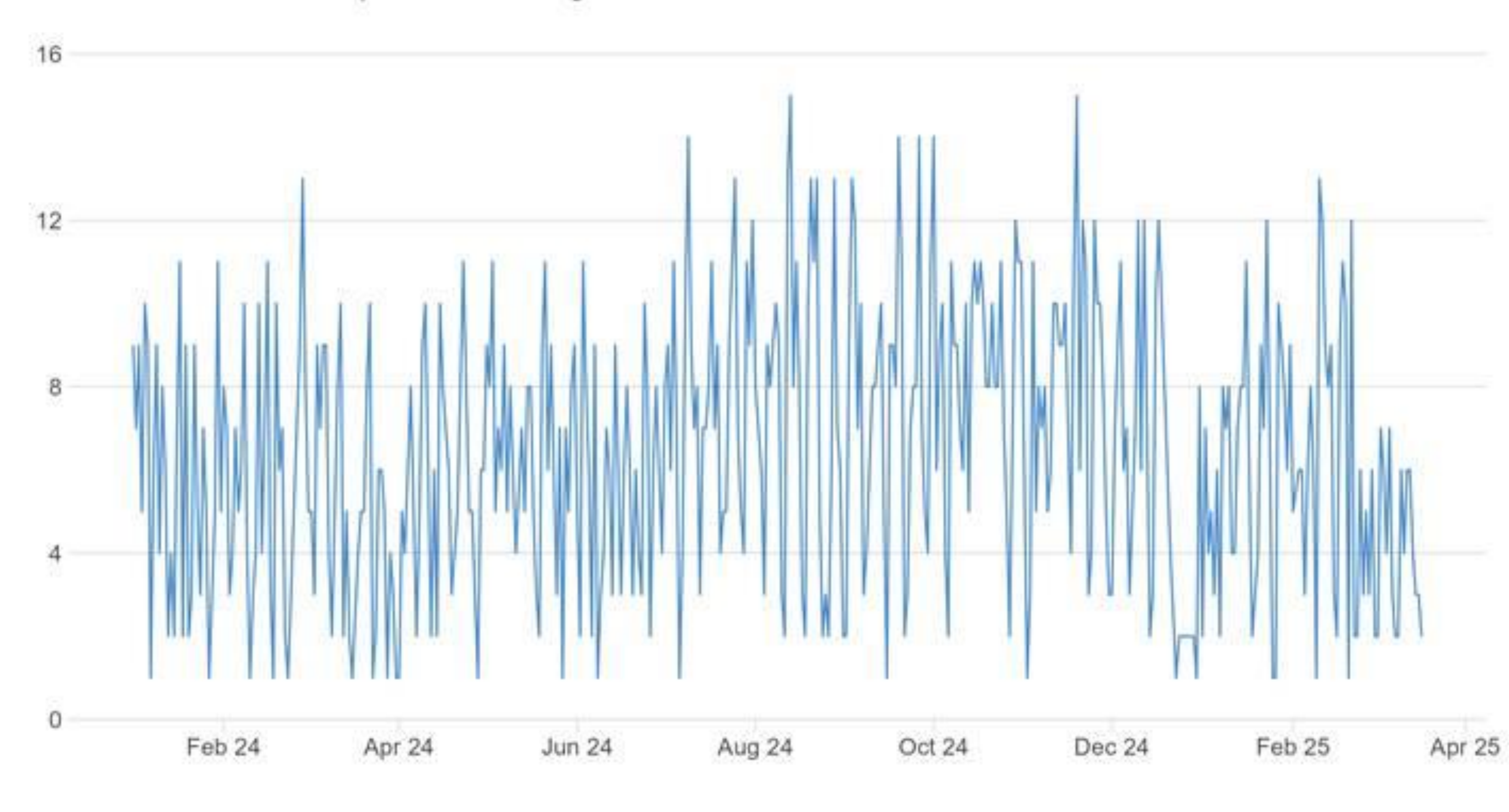
"Working Together to Achieve More"

Results

No substantial issues have arisen from the implemented changes.

Due to DA being bedded with patients, data collection suffered post-implementation, leading to additional disruptions in patient flow from the ED.

#TheGSQIAWay