

Support Services in A&E

An evaluation of the effect that support services have on care provision in eight Accident and Emergency departments.

CLIENT NHS ESTATE
LOCATION ENGLAND
YEAR 2003

The method by which care is being delivered in A&E departments is undergoing change. There is a new service model, which covers both the built environment and the delivery of clinical and non clinical services.

This project was tasked with identifying how non clinical services or “support services” provision impacts on the patient journey within A&E.

This research was based on surveys of eight A&E departments, some pilots from the Modernisation Agency’s IDEA Programme, one was nominated by the British Association of Accident and Emergency Medicine.

Outcomes and Benefits

Issues identified in the report include:

- The level of support services provided to patients in major and minor injuries rooms, including cleaning, catering, restocking therapeutic supplies, supply of equipment, disposal of waste and the changing of linen.
- Time spent by clinical staff on support service functions.
- The increased level of clinical resources available with the introduction of a ward housekeeper.
- The relationship between the design of the department and the impact of support services on the patient journey. Issues such as patient privacy and dignity are addressed in addition to travel distances for staff members.

Related Work by Intelligent Space

The Impact of the Built Environment On Care Within Accident and Emergency Departments

- Client: NHS Estates
- Details: A research project evaluating space use and design functionality in eight hospitals to support new NHS design guidance. 2002-2003

A&E Design Evaluation

- Client: NHS Estates.
- Details: Evaluation of two proposed A&E departments: BECaD at Central Middlesex Hospital and an exemplar plan. 2003



Image courtesy from NHS Estate