

Same Day Discharge Centre

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Quality Improvement
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Project Aim:

To create a Same Day Discharge Centre (SDDC) on C41 at New Cross Hospital to support winter pressures by 6 November 2023.

What is the SDDC?

The SDDC offers a spacious environment for patients away from the ward to complete their last elements of care prior to discharge with a mixture of beds, chairs, and side rooms.

The Centre can accommodate the following patients who are identified for discharge that day:

- Awaiting TTOs to be prescribed and dispensed
- Awaiting transport
- Requires administration of last dose IV antibiotics
- Requires completion of infusion prior to discharge
- Requires insulin administration prior to discharge.

Regular drug rounds have been implemented to ensure ongoing care whilst in the department. The SDDC also benefits from a volunteer service who support by making drinks and chatting to patients whilst they wait.

Unlike previously, patients can now have a hot meal prior to discharge, along with access to a Social Prescribing Service. This is a non-medical approach to supporting people in Wolverhampton to improve their health and wellbeing and signpost to volunteer services.

What was the problem we were trying to solve?

The existing capacity in C12 was not sufficient for the demand meaning a waiting list was regularly in place for receiving patients still requiring to be in a bed for their transfer. This prevented those patients leaving the ward in a timely manner and in turn prevented new admissions having an empty bed space to go into.

Having an enhanced discharge lounge model where patients can have their final interventions away from the ward has meant better flow and an improved patient experience.

What was the outcome?

Throughput has increased significantly, with a peak of 63 patients through in one day in January 2024.

Routinely, there are an average of 40-50 people making use of this service. This compares to an average of 25 before the mobilisation of this service on C41.

The below SPC chart shows the SDDC usage, with the opening of the centre on 6 November 2023 identified.

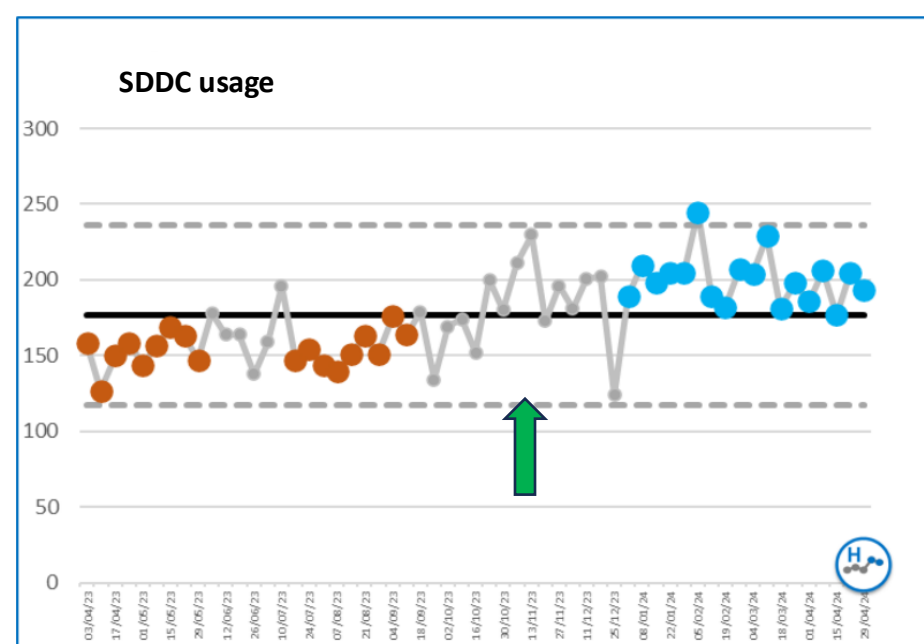


Figure 1: SDDC usage, with opening on 6 November 2023 highlighted.

Capacity and Patient Flow

Creating a Same Day Discharge Centre (SDDC) to support winter pressures

Working in partnership
The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust