

## NUH Ten Principles for Emergency Care

To: All NUH Doctors

14 June 2016

Dear Colleague,

We are writing in our roles as Divisional Directors to all doctors in the trust about the recently agreed principles underpinning our approach to emergency care. They are attached for your information and further communications will become increasingly visible to you in due course.

Our purpose in writing to you individually is to clarify for you the intended outcomes and the means of monitoring the principles. Colleagues often wish to know 'how does this affect me' and 'what changes will I see'. Each of us fully recognises the truly excellent work done throughout the trust by clinical colleagues and these principles are intended to assist and support teams and individuals in understanding our expectations.

The principles provide for a means of avoiding dysfunctional system responses to pressure (such as stopping step down from intensive care), supporting an ED team that continues to see unprecedented levels of activity and worryingly unsafe levels of patient over-crowding in their department. All of the principles are trust policy.

The bottom line is that we need to improve our response times, reduce length of stay and increase flow through the trust for emergency admissions. Three clear points need to be made:

- Each specialty will be expected to adhere to the principles without exception.
- Each individual clinician will be expected to act accordingly and consultants in turn to provide leadership to their team, especially doctors in training.
- The process, performance and outcome of the principles will be monitored and any action required to coach colleagues or specialties through a transition towards successful implementation will be provided promptly.

For practical purposes the principles are active now. Colleagues may begin to find they are contacted by divisional directors seeking assurance that they are able to follow the principles. ED colleagues, nursing and medical, will be supported to spend less time resolving debates and more time seeing patients. Your part in this is extremely important and we appreciate all your hard work and support. We recognise that you are bombarded with messages exhorting to you to work harder and intend that you will see this initiative rather as assisting the entire system in working smarter.

For further information please contact us at: [10principles@nuh.nhs.uk](mailto:10principles@nuh.nhs.uk)

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**Divisional Directors NUH**