



# Optimising Patient Flow: Reducing Length of Stay in the Gynaecology Ambulatory Unit



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**Objective:**  
The **Gynaecology Ambulatory Unit (GAU)** provides same-day procedures and treatments without the need for overnight stays. Open daily from 8 AM to 8 PM, it combines “see and treat” care with rapid access to diagnostics, surgery, and follow-up. This model supports the NHS 2022/23 Delivery Plan by reducing inpatient admissions and improving wait times. While the target is to complete care within 4 hours, this is not always met.

**Design:**  
This study is a quality improvement (QI) project, was conducted at a district general hospital serving a socioeconomically diverse population. It reviewed patient records over a one-month period to evaluate the length of stay in GAU, the clarity of the admission reason, and the availability of pre-ordered prescriptions to reduce waiting times.

**Methods:**  
Data were collected from electronic records of all patients attending GAU from 01/11/2024 to 30/11/2024 (1<sup>st</sup> cycle) and 01/02/2025 to 28/02/2025 2<sup>nd</sup> cycle

- The study assessed:
- 1. The duration patients were reviewed and discharged.
  - 2. If the patients were correctly booked for an appointment
  - 3. If needed- were medications pre-ordered

**Change implemented:**  
**GAU Process Update**

A new GAU booking flowchart was shared with the O&G team (Dec–Jan).

💡 **Target stay:** ≤ 4 hours (excluding surgical day cases).

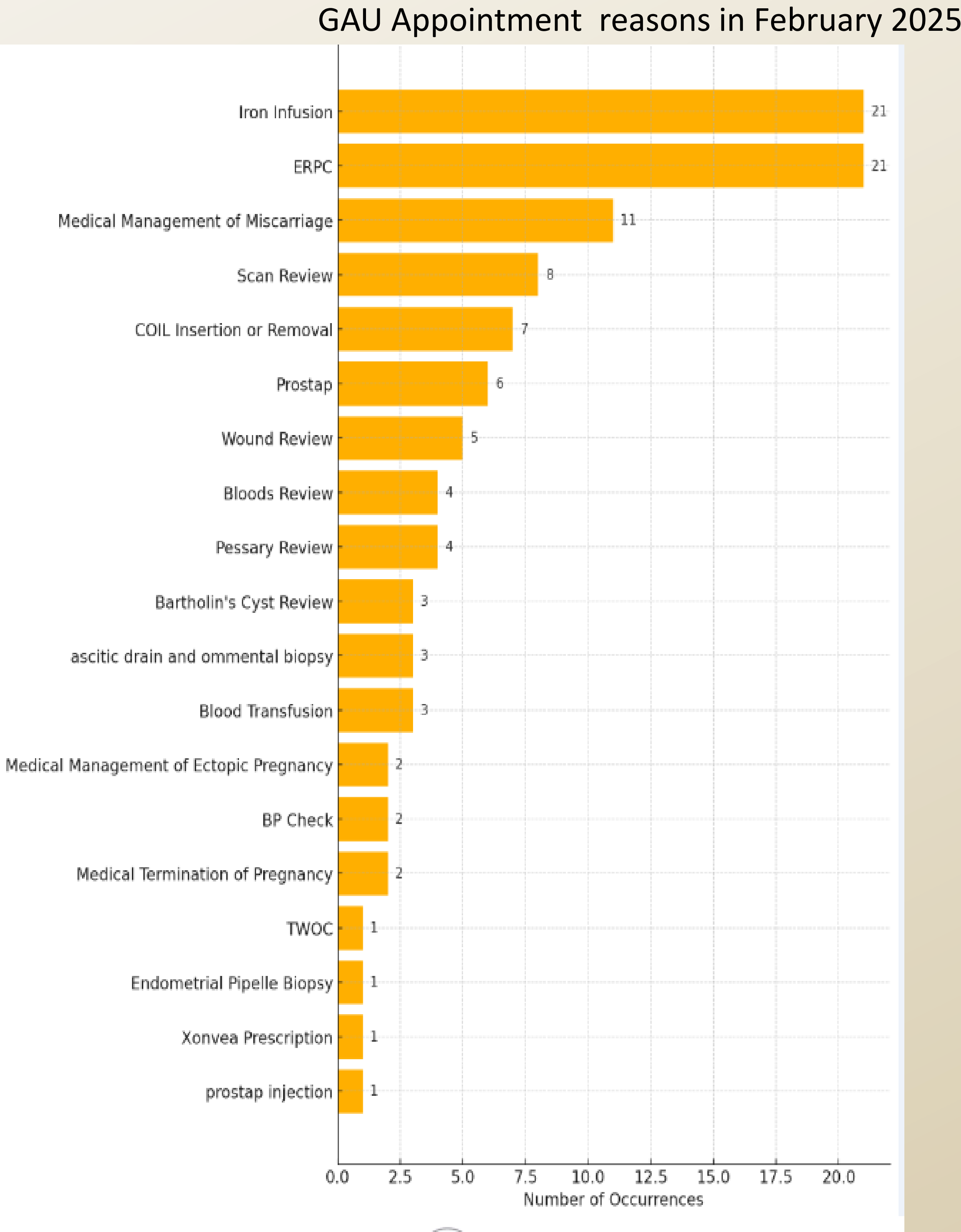
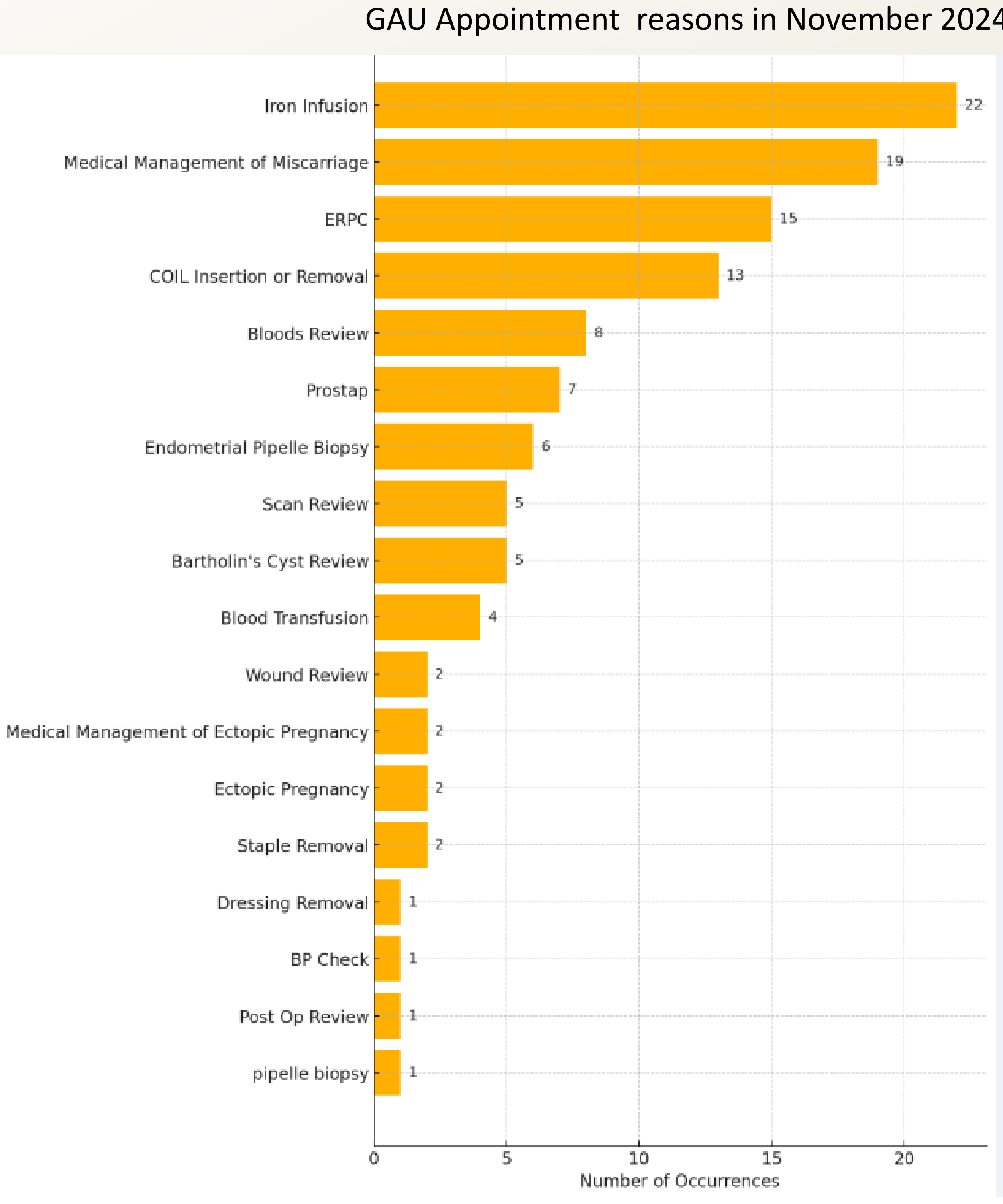
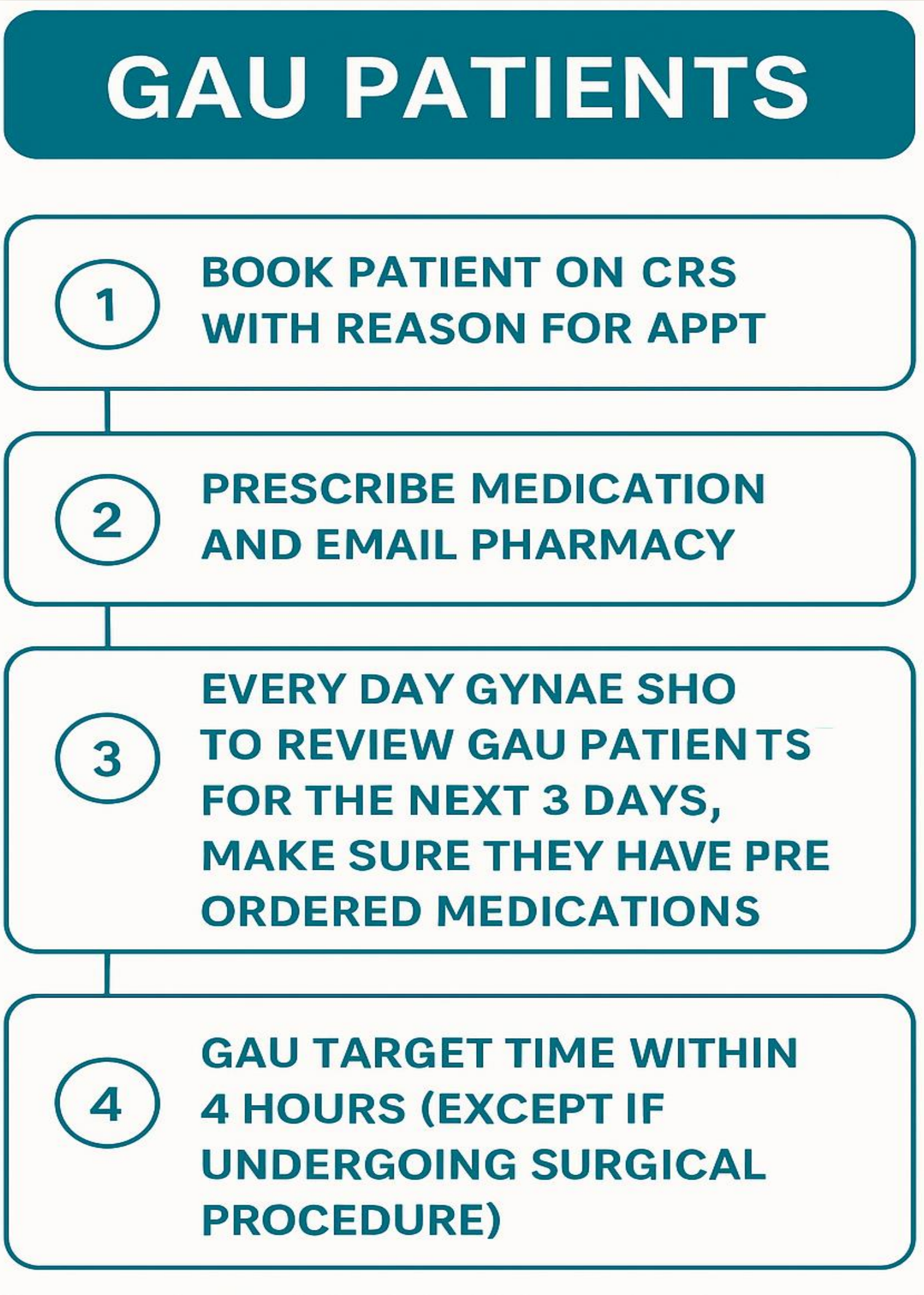
🔄 Surgical cases are managed via CEPD by urgency, not arrival time.

**Results:**  
🕒 Mean length of Stay in both cycles  
- November: 5h 36mins  
- February 5h 12mins

**Range of Stay:**  
November 2024:  
📏 **Minimum:** 44 minutes  
📏 **Maximum:** 13hours

February 2025  
📏 **Minimum:** 27 minutes  
📏 **Maximum:** 11.3 hours

📏 **Patients Discharged in Under 4 Hours**  
November 2024: **25.8%** (30 patients)  
February 2025: **35.1 %** (26 patients)



|                                                       | 01 November 2024- 30 November 2024 | 01 February 2025 – 28 February 2025 |
|-------------------------------------------------------|------------------------------------|-------------------------------------|
| Total number of patients                              | 116                                | 106                                 |
| Patients correctly booked on CRS                      | 61.2 % (n=71)                      | 71.7% (n=30)                        |
| Patients with pre-ordered medications when applicable | 9.09 % (n=2/22)                    | 33.3 % 7/21                         |

**Conclusion:**  
🔹 **Cycle 1:** 74.1% of patients stayed longer than necessary  
🔹 **Cycle 2:** Reduced to 64.8%, with delays from late reviews and treatment waits  
**Improvements:**  
📏 >10% increase in correct GAU bookings  
📏 24% increase in pre-ordered meds  
📏 10% more patients discharged within 4 hours  
**However:**  
📏 📏 Mean stay still > 4 hours  
**Next Steps:**  
👉 Boost staffing to improve reviews and treatment times