



Ref: FOIA Reference 2023/24-044

Date: 1<sup>st</sup> June 2023

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 21st April 2023 requesting information under the Freedom of Information Act (2000) regarding frequent attenders of ED

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 We are a group of clinicians and academics involved in the research programme” Frequent users of the Emergency Department: Improving and standardizing services - a qualitative study”.**

**As part of this study, we want to describe and characterize existing services for frequent attenders of Emergency Departments in England. We will use routine NHS data to describe patterns and costs of frequent Urgency and Emergency Care use and perform a time series analysis of the impact of frequent user services and the COVID-19 pandemic on ED frequent attendance.**

**Therefore, as part of this project, we are submitting FOI requests as per the FOI Act 2000 to ask:**

- Does Royal Stoke University Hospital have a frequent attenders service? Or a case management meeting only?**

**A1** Service for management of frequent attenders is in place at Royal Stoke in conjunction with the High Volume User Service at the North Staffordshire Combined Healthcare. There is some cross over with patients that attend County ED as well as Royal Stoke, however, a bespoke service for County is not in place currently, the department is trying to link with Midlands Partnership NHS Foundation Trust.

**Q2 What date (month and year) did the frequent attenders service or case management meeting start at Royal Stoke University Hospital?**

**A2** The High Volume Users Service was established in April 2016 and currently commissioned to support frequent attenders at the Royal Stoke Hospital only

**Q3 If there used to be one and it does not exist anymore, what date did it start and what date did it cease?**

A3 See answer to Q1

**Q4 Is the service run by the liaison team (or was if the service is now closed) or by the ED team? What professionals make (or made) part of the service team/meeting?**

A4 It is an MDT service ED and practitioners/administrators from High Volume User Service at the North Staffordshire Combined Healthcare

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records