



Ref: FOIA Reference 2018/19-531

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 21st December 2018

Tel: 01782 676474
Email FOI@uhn.nhs.uk

Dear

I am writing in response to your email dated 3rd December 2018 requesting information under the Freedom of Information Act (2000) regarding 'frequent attenders' in A&E.

As of 1st 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 I'm writing a piece for [REDACTED] about hospital's efforts to help people who are 'frequent attenders' at NHS emergency departments to access better care.

There's an NHS target known as a 'CQUIN' (link to info here) which tracks this effort by asking Trusts to keep tabs on any reductions in A&E attendances of patients in this group.

We'd like to find out if this is a focus for you and what the effect it may have had.

Also, we'd like to hear of any barriers which you'd like to see removed to make this work easier.

Could you please respond to the below questions by the end of Thursday, 6th December?

Questions.

How many 'intensive users' of your emergency services did you work with in 2017/18?

A1 The Trust had 47 'intensive users' of our emergency services in 2017/18

Q2 How many attendances did this group represent in 2016/17 'the baseline year'

A2 1090 attendances

Q3 How many attendances did this group represent in 2017/18 following your work with them?

A3 640 attendances

Q4 Which service is leading on this work? E.g. Psychiatric liaison or emergency medicine?

A4 Emergency Medicine

Q5 How many intensive users are you working with this year?

A5 47 patients

*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.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



University Hospitals
of North Midlands
NHS Trust

L Carlisle

Leah Carlisle
Deputy Head of Quality, Safety & Compliance

