

Ref. No: 605
From: Public
Date: 20/04/23
Subject: Frequent attenders of ED services

REQUEST & RESPONSE

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:

- What date (month and year) did the frequent attenders service start at Whiston Hospital?

March 2015 - subsequent CQUIN in 2017

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

Hiatus over Covid pandemic – recommenced ~Feb 2022, monthly meetings.

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

Chaired by EM consultant with attendance from psych liaison nursing team / drug dependence team / safeguarding teams / social worker team / ED sister / staff grade dr

- What interventions are offered?
 - Point of contact for inpatient specialty consultants to disseminate agreed care plans for use in the ED
 - access to therapeutic interventions including but not limited to primary care, mental health, substance misuse, and clinical psychology
 - Care plans to limit ionizing radiation where repeated (normal) scans have been requested