

**Freedom of Information Request**

**Ref: UHB 20-010**

21 January 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

1. Which programmes or services (either internally developed or commissioned) to tackle high attendance rates at A&E do you possess and are in operation? e.g. To identify and address High Intensity Users (HIUs) at A&E, redirection to other services such as Minor Injury Units, etc.

The High Impact User Team was founded in 2015 to work with frequent users of ED services.

During the year April 2018 - March 2019 the team grew to include 1.73 WTE band 7 nurses, 2 ED matrons (job share), 1 ED consultant and admin support.

During the period from March 2019 - present day the team has remained the same and is now substantive within the Trust moving forwards.

2. How effective have they been for the trust?

During the first year, ED attendances were reduced by 80% in the "very high" users group. Overall since then, number of attendances per HIU shows a decreasing trend. During the period of April 2018 - March 2019 the Trust saw an 8.2% reduction in attendances on the previous year of the 105 most frequent attenders.

We have been unable to obtain an exact reduction figure for the year 2018-2019 as it would involve retrieving and analysing a significant amount of patient data but based on information we currently hold for the period April 2019 - September 2019 (6 month period) we have seen 64% of our top 50 attenders decrease their attendances. The data is due to be analysed at the end of March 2020.

Increased patient and staff satisfaction has been reported.

Other benefits of the team to the Trust include reduced workload, improved patient experience, improved attitudes around high impact users and better interdisciplinary working.

3. The cost (how much) of the programme or service to the Trust, per year

A detailed analysis of the cost of the program mentioned would take the Trust more than 18 hours to complete and it is therefore exempt from disclosure under section 12 of the Freedom of Information Act 2000.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**FOI Team**  
**UH Bristol NHS Foundation Trust**