

Ref: FOI/GS/ID 5929

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to high A&E attendance rates and high intensity users.

You asked:

- *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.*
- *How effective have they been for the Trust?*
- *The cost (how much) of the programme or service to the Trust, per year*

I wish for this information to be for the date ranges; April 2018 – March 2019, and, April 2019 – present day

Trust response:

High Attendance

Within the Trust we have the following service/programmes in place to tackle high attendance

- GP based in the Emergency Department
- Minors Department
- AEC (Ambulatory Emergency Care)
- Frailty Unit
- Therapies, include Allied Health Professionals
- Appointment based Nurse Practitioners
- Flow Co-ordinators

High Intensity Users (HIUs)

- Bi-weekly reviews with South East Coast Ambulance Trust which includes discussions on pathways and also HIUs
- Monthly meetings with all healthcare partners discussing HIUs
- Named HIU lead (Consultant lead)
- Direct access to mental health services
- Kent Community Hospitals Foundation Trust Frequent Users services
- A&E Systems Delivery Board