

Ref: FOI/GS/ID 8154

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

28 April 2023

## **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 Frequent attenders of ED services.

*You asked: All questions are shown as received by the Trust.*

- *Does Maidstone Hospital have a frequent attenders service? Or a case management meeting only?*
- *What date (month and year) did the frequent attenders service or case management meeting start at Maidstone Hospital?*
- *If there used to be one and it does not exist anymore, what date did it start and what date did it cease?*
- *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?*
  
- *Does Tunbridge Wells Hospital have a frequent attenders service? Or a case management meeting only?*
- *What date (month and year) did the frequent attenders service or case management meeting start at Tunbridge Wells Hospital?*
- *If there used to be one and it does not exist anymore, what date did it start and what date did it cease?*
- *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?*

Trust response:

We attend multidisciplinary team meetings regarding our high intensity users for the trust. These occur monthly and are attended by a range of organisations and professions. We attend for an emergency department perspective (both Maidstone and Tunbridge Wells Hospitals) and are jointly

run by Kent Community Health Foundation Trust, Kent and Medway NHS Partnership Trust, social services and psychiatric liaison team. We are unable to say when these meetings first started.