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Darlington Memorial Hospital
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Request for Information Reference: 01.20.09

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Email only

3 February 2020

Freedom of Information Act 2000 – Request for Information

Thank you for your request for information received on 6 January 2020 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding programmes or services for A & E. Specifically you requested information as follows:

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.?

Answer: The Trust have a frequent attenders (HIU) forum with monthly meetings in both University Hospital North Durham Emergency Department and Darlington Memorial Hospital Emergency Department. Both sites review both paediatric and adult attendances. This forum is clinically led by an Emergency Department Consultant with members from the department and other related external organisations such as the Police, mental health services, ambulance services and Primary Care providers. Following a multi-disciplinary approach, an individual plan is implemented to assist in reducing inappropriate attendances to the Emergency Department. This may include redirection to the above services but also engagement from mental health and other Primary Care services.

How effective have they been for the Trust?

Answer: This has been a very effective forum for the Trust to reduce inappropriate attendances but also to provide joined up care across the health system.

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

Answer: There is no cost of this service to the Trust excluding individual attendance (time).

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

Answer: The above information covers both time ranges.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive
County Durham & Darlington NHS Foundation Trust
Darlington Memorial Hospital
Hollyhurst Road
Darlington, DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Telephone: 0303 123 1113
Website: www.ico.gov.uk.

There is no charge for making an appeal.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer