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Darlington Memorial Hospital
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Request for Information Reference: 07.20.33

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Email only

18 August 2020

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 21 July 2020 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to frequent users to Accident & Emergency and I am providing the following information in response to your specific questions:

1. Does your Trust have any initiatives set up to work with frequent users of your Emergency Department to identify care/ treatment that better meets their needs?

Yes.

2. If yes, please could you provide a brief description of the initiative, including implementation date (month/ year)?

The Emergency Department (ED) hold a 'High Impact User' meeting each month. This is a multi-disciplinary meeting that includes service representatives from the North East Ambulance Service (NEAS), Tees Esk and Wear Valley (TEWV), Durham County Council, Alcohol Services, ED Consultant and Security. We also have Paediatric monthly meetings where the group is made up of an ED consultant, Paediatric consultant, the Safeguard Team and the Child and Adolescence Mental Health service (CAMHS) crisis and liaison Team.

The meeting reviews patients that have been identified as having 15 or more attendances in the last 12 months. The aim of this group is to develop care plans that will support patients so that their number of attendances are reduced. This group has been ongoing for a number of years so unfortunately cannot provide an exact month and year for the implementation date.

3. If yes, have you had a reduction in these frequent users attending your Emergency Department since the introduction of the initiative?

Yes, the Trust has had a reduction in these frequent users attending the Trust's ED since the introduction of the initiative. In 2017/ 2019 the Trust were part of the Mental Health Commissioning for Quality and Innovation (CQUIN) and achieved all indicators. The Trust achieved a 40% reduction at the end of the CQUIN period.

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer