

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

18 February 2020

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0512**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**//////////////////////////////////REQUEST**

- **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 Trust has monthly meetings with our Mental Health Trust to identify HIU that are known to both services. Following these meeting they will develop management plans which sit on the patients record in ED. They usually include coping strategies.**

- **How effective have they been for the Trust?**

**This was a national CQUIN and in the first year of the CQUIN the 10 identified HIUs reduced their attendances to ED by over 20%**

**The second year of the CQUIN continued where a further 20 HIUs were identified they also reduced their attendances by over 20%**

**Monthly meetings have now returned to ‘business-as-usual’.**

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

**It is a monthly meeting by the Mental Health Trust (4 Members of staff for 1 hour) and then the development of the management plans by the case worker with the HIU as part of the mental health care. These are scanned onto the ED computer system.**

**Please note both Trusts concerned are ‘rural’ which tend to have the same patients.**

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

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

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Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford  
HR1 2DX  
Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may 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

Telephone: 0303 123 1113     [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

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