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Request for Information Reference: 03.23.15

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Email only

22nd March 2023

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 7th March 2023 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 Attenders and I am providing the following information in response to your specific questions:

As part of this study, we want to describe and characterize existing services for frequent attenders of Emergency Departments in England. We will use routine NHS data to describe patterns and costs of frequent Urgency and Emergency Care use and perform a time series analysis of the impact of frequent user services and the COVID-19 pandemic on ED frequent attendance. Therefore, as part of this project, we are submitting FOI requests as per the FOI Act 2000 to ask:

- 1. What date (month and year) did the frequent attenders service start in University Hospital of North Durham?**

2018

- 2. If there used to be one and it does not exist anymore, what date did it start and what date did it cease?**

The Trust still has a frequent attenders service.

- 3. Is the service run by the liaison team (or was if the service is now closed)? What professionals make (or made) part of the service team?**

The service is coordinated by the Emergency Department, in attendance would be representatives from Tees, Esk and Wear Valley, North East Ambulance Service and Positive Lives, and in the case of Paediatrics frequent attenders would be the children safeguarding team, paediatrics team, CAHMS and the ED team.

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

Corporate Records and Freedom of Information Facilitator