

Freedom of Information Request

Ref: 23-302

3 May 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

• What date (month and year) did the frequent attenders service start at Bristol Royal Infirmary?

The team was set up in May 2015.

• If there used to be one and it does not exist anymore, what date did it start and what date did it cease?

There is still a frequent attenders team at the Bristol Royal Infirmary and it is currently known as the high impact user team.

• Is the service run by the liaison team (or was if the service is now closed) or ED team? What professionals make (or made) part of the service team?

The team comes under the Emergency Department (ED) team, and is made up of nurses with ED backgrounds, as well as backgrounds in liaison psychiatry, safeguarding, mental health, midwifery, children's, Homeless Support Team and Alcohol Team. A Consultant oversees the team and there is a member of administrative staff.

• What interventions are offered?

As a team we work with patients and also any team or professional who is working with them outside of the Emergency Department (ED) such as care coordinators, support workers, social workers, care agencies, housing providers, GPs, clinical teams from within the hospital (diabetes, respiratory, drugs, alcohol homelessness) etc. With the patient's input and input from everyone else involved in their care we create a Personal Support Plan to help support a patient, and staff, when they attend ED. Also, by liaising with the community we may enable the patient to access care in the community which may be more beneficial for them in the long run (as often people may not realise how much someone is attending ED, or how much support they are requiring when they are attending). We are then able to take part in MDT meetings and discussions around patients from within the hospital and outside. We are

expanding the outlook of the team to include not only frequent attendance to ED, but also violence and aggression in the department (as early input with more support may help with this) and also inpatient information.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to 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

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust