



Ref: FOIA Reference 2019/20-567
Department

Quality, Safety and Compliance

Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 27th January 2020

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 6th January 2020 requesting information under the Freedom of Information Act (2000) regarding programmes or services.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 In accordance with the FOI act, I request information about your NHS acute hospital Trust.

I would like to know;

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.

A1 UHNM uses the following programme; High Volume Service Users (HSVU) for Royal Stoke ED is part of this group currently we look at 220 people and this will increase next financial year to 410 people who have 8 or more attendances to ED. County Hospital (Stafford) utilise the High Intensity Users.

Q2 How effective have they been for the Trust?

A2 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems or procedures, therefore this information is not held.

Q3 The cost (how much) of the programme or service to the Trust, per year

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

A3 Please see below:

- High Volume Service Users (HVSU) (Royal Stoke University Hospital) please see below
- High Intensity User Service (County Hospital) information not held by UHNM. Please see below

- Information may be available by contacting: Midlands Partnership NHS Foundation Trust who are commissioned for this service, they can be contacted at the following email address: foi@mpft.nhs.uk
- High Volume User Service - Information may be available by contacting communications@northstaffs.nhs.uk

North Staffordshire Combined Healthcare NHS Trust
Trust Headquarters
Lawton House
Bellringer Road
Trentham
ST4 8HH

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

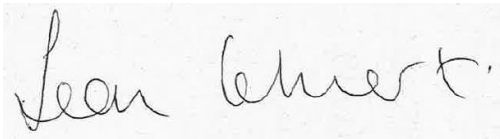
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert
Information Governance Manager