

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 07 January 2020.

I am pleased to confirm the following.

I would like to know;

1. 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.

- Streaming to primary care
- Stream to inhouse minor injury service
- HIUG in operation working with multi agency groups
- Community services such as rapid response, mobility assessments
- Ambulatory Care
- Internal pathways to Surgical Hot Clinic, Early Pregnancy Assessment Unit

2. How effective have they been for the Trust?

- A number of the pathways require development but on the whole the redirection works well and has had a positive impact on attendances.
- The HIUG is one of our most successful initiatives and was nominated for an award

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

- Streaming has a cost of £190K per year and is commissioned from the CCG

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still

unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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