

## ***Request under Freedom of Information Act 2000***

Thank you for your request for information which we received on 20 April 2023.

I am pleased to confirm the following.

**Does Milton Keynes University Hospital have a frequent attenders service? Or a case management meeting only?**

**What date (month and year) did the frequent attenders service or case management meeting start at Milton Keynes University Hospital?**

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

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

The **High Impact User Service (HIUS)** is commissioned by CNWL and run primarily by the charity P3. This service is for over 18s aimed at reducing frequent and repeated use of emergency services. It is a link worker service, and they work with patients to identify needs and help them to engage with services that can meet these needs. Support is provided for up to 16 weeks dealing with problems relating to:

- housing advice,
- mental and physical health,
- drugs and alcohol misuse,
- loneliness / social isolation,
- finances and budgeting,
- relationships / staying safe.

The service has been running for 7 years.

Another service is the **Navigator service**. This is a violence reduction programme lead by Thames Valley Police Violence Reduction Unit. This again is a charity or organisation, but volunteer based. This is support for young people aged 11-35 that are affected by serious violence, self-harm, mental health, and drug/alcohol dependency, who have attended MKUH A&E. The volunteers from the YMCA charity utilise a reachable moment in A&E to provide emotional support and signposting, and beyond this provide community-based mentoring sessions.

Although this is a violence reduction scheme and not directly aimed at frequent attenders there has been some preliminary data to suggest this has reduced re-attendance rates.

This service was introduced in June 2021.

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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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