



Freedom of Information Team  
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Queen Alexandra Hospital  
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Portsmouth  
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Name:  
Email:  
Date: 08/06/2023  
Ref: 23-24 048

Dear

**RE: Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 20/04/2023. Please see responses to your requests below.

**We are a group of clinicians and academics involved in the research programme” Frequent users of the Emergency Department: Improving and standardizing services - a qualitative study”.**

**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:**

- **What date (month and year) did the frequent attenders service start at Queen Alexandra Hospital?**  
The frequent attenders service started at our Trust in 2011.
- **If there used to be one and it does not exist anymore, what date did it start and what date did it cease?**  
Not applicable.
- **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 Service is Consultant and Nurse lead by the Trust’s Emergency department.
- **What interventions are offered?**  
The teams dynamic and interventions have varied over the years but predominantly based around care plan development with primary care, hospital colleagues and trying to ensure identification to teams such as (LMHT) Liaison Mental Health Team and alcohol services. Presently the Trust work as part of a local area (HIUG) Healthcare Industry User Group hosted by community teams, involving social care and police.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on [Information.Governance@porthosp.nhs.uk](mailto:Information.Governance@porthosp.nhs.uk) or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team