



## FOI 2158

Date 18/05/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

**1. Does Bedfordshire Hospitals have a frequent attender's service? Or a case management meeting only?**

We have a case management meeting on the Bedford site.

**2. What date (month and year) did the frequent attenders service or case management meeting start at Bedfordshire Hospitals?**

It restarted after COVID in June 2022

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

A Frequent attender's programme was in place at the Luton site linked with the Mental Health CQUIN that ran 2017-2019

**4. 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?**

It's ran by adult safeguarding with input from ED, Mental Health Service, Pain Team, Ambulance Service, and the ICB

This information is provided for your personal use and is the property of Bedfordshire Hospitals NHS Trust and subject to any existing Intellectual Property and Database Rights. Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2015 (RPSI). This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: [dataprotectionofficer@ldh.nhs.uk](mailto:dataprotectionofficer@ldh.nhs.uk). This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk)



Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust