

**Information Governance**

Robert Dolan House  
9 Alie Street  
London  
E1 8DE

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

**Website:** <https://www.elft.nhs.uk>

5 May 2023

**Our reference: FOI DA4697**

I am responding to your request for information received 20 April 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**



We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:** 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:

**Question 1: What date (month and year) did the frequent attenders service start at Newham General Hospital?**

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide frequent attenders services described in this request. We are therefore unable to provide a response.

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

**Answer:** 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?**

**Answer:** Not applicable.

**What interventions are offered?**

**Answer:** Not applicable.

**Question 2: What date (month and year) did the frequent attenders service start at The Royal London Hospital?**

**Answer:** The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is primarily a Mental Health and Community Health Trust and as such does not provide frequent attenders



services described in this request. We are therefore unable to provide a response.

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

Answer: Not applicable.

**Is the service run by the liaison team (or was if the service is now closed) or ED team?**

Answer: Not applicable.

**What professionals make (or made) part of the service team?**

Answer: Not applicable.

**What interventions are offered?**

Answer: Not applicable.

**Question 3: What date (month and year) did the frequent attenders service start at Whipps Cross University Hospital?**

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust is not responsible for Whipps Cross Hospital. We are therefore unable to provide a response.

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

Answer: 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?**

Answer: Not applicable.

**What interventions are offered?**

Answer: Not applicable.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor