

Ref: FOI/2023/8753

Date Received: 16th March 2023

Response Due: 17th April 2023

Date: 18th April 2023

Dear Sir/Madam

You asked:

- **What date (month and year) did the frequent attenders service start at Royal Albert Edward Infirmary?**

The Frequent Attenders started in 2015, month unknown.

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

The Frequent Attenders service is still running. It was temporarily put on-hold during the Covid pandemic and attempts to recommence began in late 2020 early 2021.

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

The service was originally started by the respiratory team, as a quality champions project to target COPD frequent attenders. Due to its success, it was gradually expanded to include Cardiology, A&E and the Alcohol Specialist Nurse practitioner's service.

The service is currently being reorganised to include the key stake holders, for the current cohort of Frequent Attenders, this will mean that we are able to provide better holistic care for the patients and provide access to Wigan/Greater Manchester available services.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rabina Tindale
Chief Nurse & DIPC

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

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

Helpline number: 0303 123 111