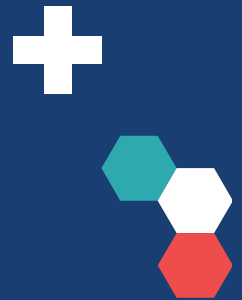


# Implementation of urgent and emergency care interventions for frequent service use: barriers and facilitators to an evaluation study



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## Overview of High Intensity User services

- In one region in 2020/21, 1% of residents accounted for 23% of emergency department use
- Reasons for frequent attendance can be multifaceted; and include loneliness, health anxiety and poor mental and physical health
- Previous approaches followed a criminal justice pathway
- Service users are identified within services by contacting the top 50 attenders
- The aim is to work holistically with people to reduce attendance

# The HEAR study

- ARC Funded
- Aims: To understand how HIU interventions are implemented; how service users experience care prior to, during and after the intervention and to investigate which outcomes staff and service users feel demonstrate effectiveness

## Phase 1

Nationwide online questionnaire targeting HIU staff

To date: 11

## Phase 2a

Online questionnaire and semi structured interview with HIU staff

To date: 7

## Phase 2b

Semi structured interview with service users

To date: 0

# Barriers and facilitators – Which side of the coin will it land on?



## **‘Barriers’**

- Time pressures
- Staffing
- Lack of understanding
- Recruitment
- Opting out
- Leadership

## **‘Facilitators’**

- Getting involved
- Staffing
- Expanding knowledge
- Recruitment
- Offering support
- Leadership

# Learning points



- Ensuring participant understanding of the aims of the study and how these would be achieved
- Identification of sites
- Lack of specificity of intervention and aims of delivery
- Reassurance to participants that they will be informed of outcomes from research
- Write up and dissemination of research

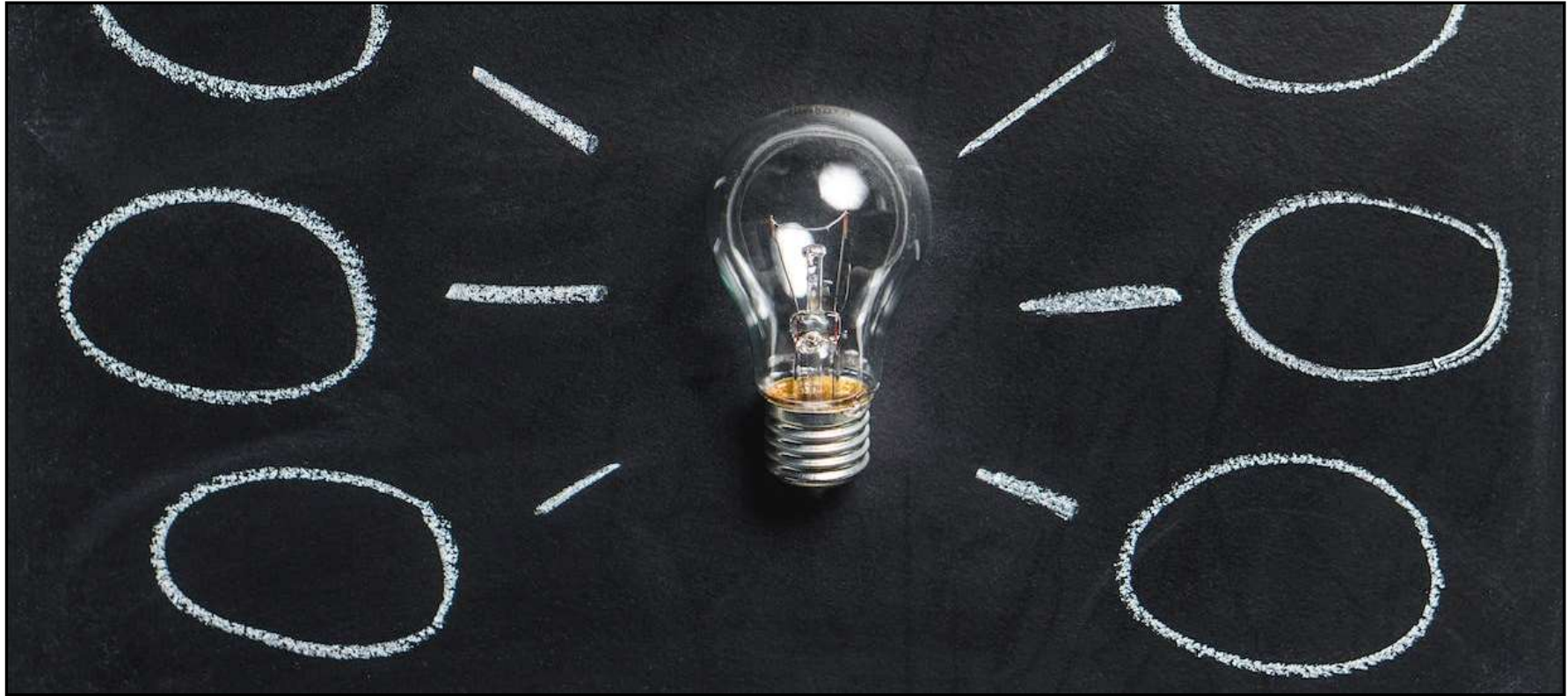
KSO

## Slide 6

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**KS0** Added the image to break up the text a bit  
Kate Sykes, 2023-05-23T09:42:35.950





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**NIHR**

Applied Research Collaboration  
North East and North Cumbria





# Thank you for listening

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