

High Intensity Use Services in A&E

Optimising Care for Frequent Attendees

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Thursday 11th September 2025

Virtual Conference



Chair & Speakers Include:

Samantha Dorney-Smith
Queens Nurse
Professional Nurse
Advocate Kings
Healthcare Partners

Melanie Lamb
Clinical Lead for
High Intensity User
Service
Black Country Healthcare
NHS Foundation Trust

Jack Watterson
Head of Social
Prescribing
St Austell Healthcare
GP Practice

Emma Schofield
Clinical Lead for HIU
Service
Imperial College
Healthcare NHS Trust

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“Last year, more than 1.7 million patients waited 12 hours or more to be admitted, discharged or transferred from A&E. That’s almost 14% more compared to 2023. Of these patients, 69.2% were waiting to be admitted to a ward for further care. Using the Standard Mortality Ratio – a method which calculates that there will be one additional death for every 72 patients that experience an 8–12-hour wait prior to their admission – RCEM estimates that there were 16,644 associated excess deaths related to stays of 12 hours or longer before being admitted.”

Royal College of Emergency Medicine, 15 May 2025

“Across the country, many people are making repeat visits to A&E due to unresolved medical issues and other unmet non-clinical needs. The charity is calling for more dedicated high intensity use of A&E (HIU) services and improved access to community care services to support people before they reach crisis point.”

British Red Cross, November 2024

“Currently we’ve got a cohort of 228 patients who are attending in high volume which over time would cost just under £3.8 million, which is not just a local issue, that’s a huge cost to the nation. Based on the data we know that the vast proportion of these struggle with mental health and are also having contact very regularly with mental health and ambulance services. These patients are not a lost cause, they’re fighters and survivors who’ve had very complex and challenging life journeys and are very vulnerable. If we keep leaving them to go through this crisis, then that’s going to perpetuate. We think they deserve a better outcome and we’ve seen and know that it’s possible.”

Melanie Lamb, Clinical Lead for High Intensity User Service, Black Country Healthcare NHS Foundation Trust, February 2025

“Patients who attend emergency departments five or more times a year account for 11% of attendances. The NIHR ARC West evaluation of the programme supporting high impact users in emergency departments’ (SHarED) found attendance went down 33%”

National Institute for Health & Care Research, April 2024

This conference will explore the challenges faced by High Intensity Users of A&E as well as the healthcare professionals who support them. While High Intensity Users only account for 11% of A&E attendees, the strain on our already overstretched emergency departments is significant and costly.

We will be exploring the root causes and underlying factors behind frequent users of A&E, including mental health needs, chronic conditions and gaps in community care. We will also examine the broader implications for the NHS in terms of resource allocation, patient outcomes and system-wide efficiency.

Delegates who attended the previous event had this to say:

“I’d like to say I found the day absolutely brilliant. As a niche service within my health board, it’s so refreshing to have a conference focus on this specific area. All of the speakers were very interesting and it gave me lots of ideas to take back into my practice and share with colleagues.”

“Inspired me to push for funding to employ a full-time member of staff for the service”

“Good opportunity to network, good practice demonstrated which can be brought back to local provisions.”

This conference will enable you to:

- Network with colleagues who are working to improve High Intensity Use Services in A&E
- Discuss the national data and evidence base currently on High Intensity Use Services
- Reflect on the lived experience
- Understand the impact of High Intensity User Services on Emergency Departments
- Implement interventions and services for High Intensity Users
- Understand how quality improvement in A&E can support High Intensity Users
- Improving the approach to children, young people and families in High Intensity Use Services
- Deliver exceptional quality care for High Intensity Users
- Reflect on lessons from a pilot site
- Work in innovative ways with multidisciplinary teams in emergency care
- Identify key strategies for working outside of traditional ED care
- Developing your skills in working with psychiatric liaison teams
- Understand social prescribing as a solution to High Intensity GP use
- Measure and assess the outcomes and impact of High Intensity Use services
- Self assess and reflect on your own practice
- Supports CPD professional development and acts as revalidation evidence. This course provides 5hrs training for CPD subject to peer group approval for revalidation

10.00 Chair's Welcome and Introduction

Samantha Dorney-Smith *Queens Nurse, Professional Nurse Advocate Kings Healthcare Partners*

10.10 The Power of Kindness: An ED Perspective of HIU

Dr Cathy Wield
Specialist in Emergency Medicine

- lived experience: a crisis could happen to anyone
- my perspective of HIU services

10.30 EXTENDED SESSION: Exploring High Intensity Use of Accident and Emergency Services

Emma Schofield
Clinical Lead for HIU Service

Dr Sachin Patel *Consultant in Liaison Psychiatry & part of the Multidisciplinary model*
Imperial College Healthcare NHS Trust

- what local data shows us about the need for HIU services
- the overarching aim of High Intensity Use services
- The British Red Cross Health Inequalities strategy and how it applies to HIU services
- HIU services as a proven strategy to reduce A&E attendance, ambulance calls and liaison psychiatry referrals
- measuring the outcomes and impact of HIU services

11.15 Comfort Break and Virtual Networking

11.30 EXTENDED SESSION: Delivering Interventions and Services for High Intensity Use

Melanie Lamb
Clinical Lead for High Intensity User Service
Black Country Healthcare NHS Foundation Trust

Emma Jenkinson
Emergency Medicine & Paediatric Emergency Medicine
New Cross Hospital The Royal Wolverhampton NHS Trust

- identifying high intensity users and understanding the patient journey
- working collaboratively with local health and social care systems to promote a positive perspective
- a personalised approach to supporting the unmet needs of the patient group
- attendance at multi-agency meetings and advocating a patient's needs at multi-professional meetings and ward reviews

12.15 EXTENDED SESSION: Health Inclusion and Homelessness Support in HIU Services

Samantha Dorney-Smith
Queens Nurse, Professional Nurse Advocate
Kings Healthcare Partners

- causes of frequent attendance and also frequent self discharge in inclusion health groups
- relevant legal frameworks e.g. rights to healthcare; self neglect and complex mental capacity
- improving A&E responses for individuals facing extreme health inequalities
- connecting to services in the community that can help
- the ultimate question - who is responsible?

13.00 Lunch Break and Virtual Networking

13.50 Our Approach to High Intensity Use Children, Young People and Families

Margaret (Mags) Trend
Frequent Service User Manager 0-18's, Professional Nurse Advocate
Kent Community Health NHS Foundation Trust

- common themes among different age groups of frequent attenders
- case study examples of how we support families
- outcomes, feedback and what has made a difference

14.20 Case Study: A Personalised Approach to Supporting High Intensity Users

Mary Barnes & Joe Gilbert
Service Managers
Cambridgeshire & Peterborough HIU Service

- how we are implementing a new approach for people who are using multiple unplanned services when none have been able to meet their needs
- starting the personalised care approach with a "What Matters to You" conversation
- case study examples of our approach in action and what we've seen so far

14.20 Small Breakout Groups

15.10 Case Study: How the High Intensity User Programme is Making a Difference at our Hospital

Laura Glynn
Matron & HIU Lead
Kingston and Richmond NHS Foundation Trust

- how we use data to identify the needs of people who attend A&E more than 10 times in a year
- how we measure the success of high intensity user projects
- case study examples of patients reducing their attendance of A&E

15.40 Comfort Break and Virtual Networking

16.00 EXTENDED SESSION: High Intensity Use in Mental Health: Working in Different Spaces

Melanie Oghene
High Intensity User Lead
North Middlesex University Hospital NHS Trust

- examples of mental health services regularly accessed by high intensity users
- how we work with psychiatric liaison teams
- the importance of multidisciplinary teams (MDTs)
- case studies

16.45 Social Prescribing as a Solution to High Intensity GP Use

Jack Watterson
Head of Social Prescribing
St Austell Healthcare GP Practice

- supporting people to become less reliant on medical services
- encouraging people to become more involved and active in their community
- exploring a range of non-medical challenges with a person and work with them to find solutions

17.15 Close

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Venue

This virtual conference will include access to a virtual user friendly format which will provide you with the full conference experience from your workplace or home.

Date

Thursday 11th September 2025

Conference Fee

- ☐ £295 + VAT (£354.00) for NHS, Social care, private healthcare organisations and universities.
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