HIGH INTENSITY USERS: REDUCING THE BURDEN ON ACCIDENT & EMERGENCY DEPARTMENTS

Methodology

Summary

This report provides an overview of high intensity users (HIUs) of accident & emergency (A&E) departments within England with comparison made to all other A&E patients (non-HIUs).

All analysis is limited to attendances meeting the following criteria:

• The patient was aged 11 or older at the time of attendance

• The attendance was not a planned follow-up A&E attendance (attendance category = 2)

• The attendance occurred between June 2017 and May 2018

• The attendance occurred at a type 1 A&E department (department type key = 1)

HIUs are defined as those patients with >=10 A&E attendances during the time period June 2017 to May 2018. Non-HIUs are defined as all other patients that have <10 A&E attendances during the same time period.

The analysis is based on Hospital Episode Statistics data from NHS Digital, and all data referenced is aggregated and anonymised. The analysis included 13,001,552 attendances to A&E departments.

Patient level metrics

All patient level metrics utilise patient fields taken from the most recent attendance at A&E. These include:

Figure 3 – High intensity users by CCG per 1000 population
(total number of high intensity users by CCG / the population of the specified CCG) * 1000

Population data source: CCG populations are aggregated from all GP practice populations within the CCG. GP practice populations are taken from the NHS Digital data publication 'Patient Registered at a GP Practice – October 2017'.

Figure 4 – Patients by deprivation
Total number of patients broken down by the following deprivation bands based on the latest attendance at A&E within the time period:

• Least deprived 10%

• Less deprived 10-20%

• Less deprived 20-30%

• Less deprived 30-40%

• Less deprived 40-50%

• More deprived 40-50%

• More deprived 30-40%

• More deprived 20-30%

• More deprived 10-20%

• Most deprived 10%

Patient deprivation bands are calculated using the English Index of Multiple Deprivation based on the lower-layer super output area in which the patient lives.

Figure 8 – Patients by age band
Total number of patients broken down by the following age bands based on the patient's latest attendance at A&E within the time period:

- 11-20 years old

- 21-30 years old

- 31-40 years old

- 41-50 years old

- 51-60 years old

- 61-70 years old

- 71-80 years old

- 81 years old or greater

Attendance level metrics
Figure 1 – Attendances by day of the week
Total number of attendances broken down by day of the week.

Figure 2 – Attendances by month
Total number of attendances broken down by month of the year.

Figure 6 – Attendances by referral source
Total number of attendances broken down by the following categories:

- Self referral

- Emergency services

- Health care provider: same or other

- General medical practitioner

- Police

- Educational establishment

- Local authority social services

- Work

- General dental practitioner

- Community dental service

- Other

- Unknown

Figure 7 – High Intensity User attendances that were referred from a GP, by CCG
(Total Number of High Intensity User attendances that were referred from a GP, by CCG) / (Total number of High Intensity User attendances from any referral source at the specified CCG)

Figure 9 – Attendances by departure method
Total number of attendances broken down by the following categories:

- Discharged - did not require any follow-up treatment

- Admitted to hospital bed / became a lodged patient of the same health care provider

- Discharged - follow-up treatment to be provided by general practitioner

- Left department before being treated

- Transferred to other healthcare provider

- Referred to other outpatient clinic

- Referred to other healthcare professional

- Left department having refused treatment

- Referred to fracture clinic

- Referred to A&E clinic

- Died in department

- Other

- Unknown

Figure 11 - Attendances by hour
Total number of attendances by hour of the day.

Admissions metrics

All admissions metrics are calculated from only those attendances that were subsequently admitted to A&E. This is defined as those patients who were 'admitted to hospital bed / became a lodged patient of the same health care provider' (attendance disposal method = 1) within 1 day of the A&E attendance.

Figure 5 – Admissions by diagnosis group
Total number of admissions from A&E by primary diagnosis group. Only the top ten diagnosis groups, by proportion, for HIUs are displayed.

Figure 10 – Admissions by length of stay
Total number of admissions from A&E by length of stay. Length of stays of ten or greater are grouped under '10+'.