**Information Governance Flow chart**

**High Intensity User Programme**

Information sharing agreements set up between acute trusts and provider

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BI departments at Acute trust send data spreadsheet with details of the top 50 frequent attenders of A&E within the past 3 months to the HIU Lead (provider) via secure email

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HIU Lead (provider) will look at the list and identify 15 individuals to support for the following 3 months

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HIU Lead will then make contact with the identified cohort over the next quarter to offer/provide support. To include at least one face to face whereby a consent to share information agreement is completed with individual

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After the first quarter the HIU Lead will send a list of NHS Numbers, date support started and confirmation of agreement to share information back to the BI Team at the acute trust and ask them to compare this to the data to the previous quarter and continue to track the individuals every quarter thereafter

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Towards the end of each quarter, the HIU Lead will then ask the BI Team at the acute trust to send over an up-to-date list of the top 50 frequent attenders for the previous 3 months (from that point in time) so they can identify a further cohort of around 15 to work with, whilst evaluating the activity of the existing individuals on the programme

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HIU lead (provider) will have quarterly contract monitoring meetings with the CCG to feedback on outcomes both qualitative (case studies) and quantitative (data outcomes)

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HIU Lead sends over the rolling cohort to the BI Team every Quarter and the BI Team send over the monitoring of this plus the new cohort

**Note: The BI Team could either be the Acute Trust or the CSU**