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Conference Abstract

## Successful management of frequent attenders - this works!

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### Abstract

**Purpose:** This presentation provides insight into successful interventions for frequent attenders within an integrated model, building on current evidence.

**Context:** This presentation shares the outcomes from the literature. Subsequently, it builds on initial national policy and guidelines, which identified a large number of UK Department of Health policies, supported by evidence driven approaches in the form of NICE Guidelines.

**State of the art:** This presentation presents examples from European literature regards frequent attenders and examines some of the myths and facts surrounding this group. It shares the evidence base around successful low level interventions and compares the outcomes from the literature with the outcomes of using a UK collaborative approach within a bio psycho social model and sees if the rhetoric meets the reality.

#### Statements for debate:

Offering low level psycho social interventions make a difference with frequent attenders

Medically unexplained symptoms are actually medically unexplored stories

The success to stopping frequent attendances is to target persistent attenders

The literature shows that people who are frequent attendees tend to have complex needs and multiple problems

In the UK 3-5% of all Emergency Department presentations have a mental health diagnosis as primary cause and 30% as a secondary cause (Bolton et al, 2006)

### Keywords:

**frequent attenders, cumulative, heart sink, psychosocial interventions**

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**Presentation** available at: <http://www.euprimarycare.nl/istanbul/conference-programme-efpc-2013-istanbul-results>