

High Intensity Use (HIU) Service Stockport

A non-clinical service that works with people to understand the reasons behind repeat visits to A&E and provides personalised support.

Who we support

- People who have attended **Stepping Hill Hospital** A&E department **5 times or more** in the previous 12 months.

Who additionally:

- have **unmet social needs**, and/or
- are experiencing **health inequalities**, and/or
- are experiencing **barriers to access** or **engagement**.

How we support people

Assertive outreach to eligible patients*.



A comprehensive **needs assessment** and implementation of a **co-produced**, strength-based **wellbeing plan**.



Identify the **root causes** of attendances seeking to address them together.



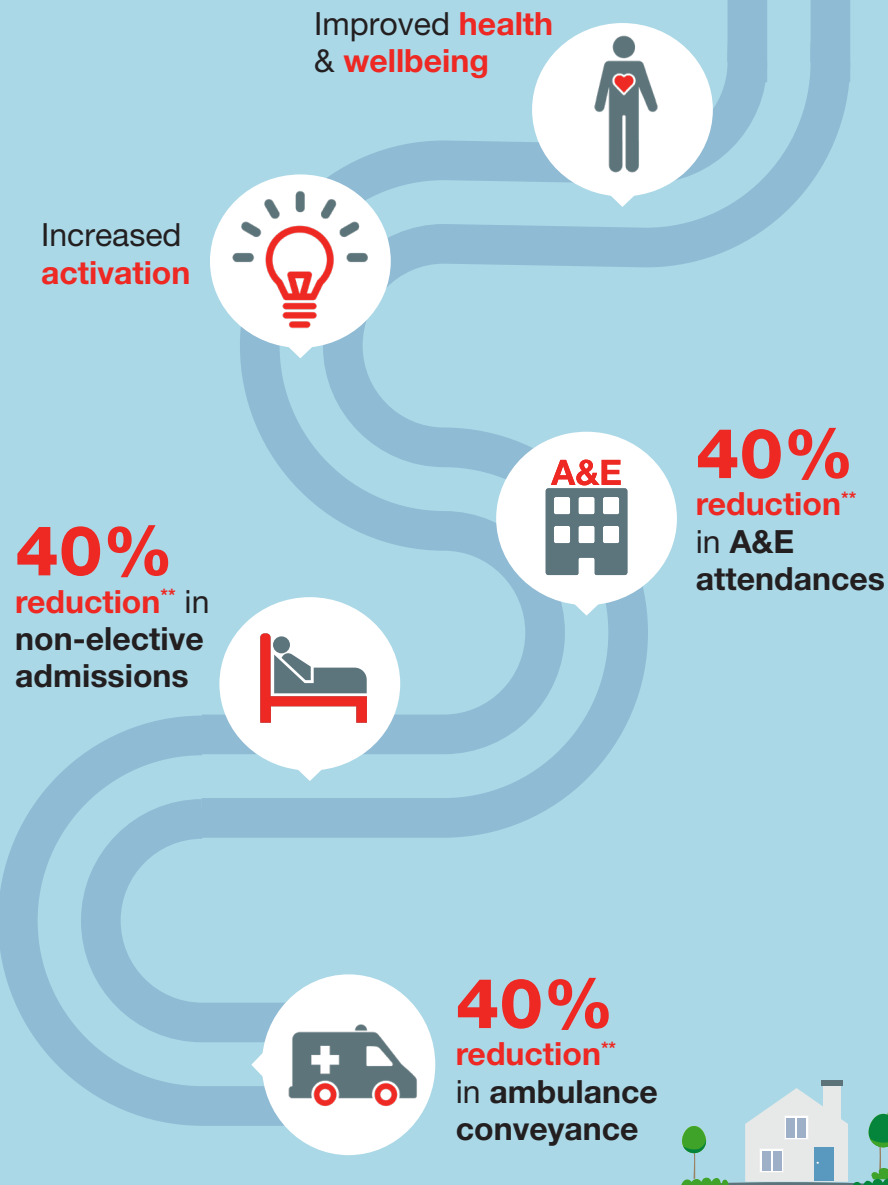
Advocate for **access** to services, support **engagement**, and **coordinate care**, if required.



Identify **ongoing support** in the community, if required.



Our Impact



*Please note that the HIU Service is not a referral service. Please contact us if you would like more information.

**For the defined patient cohort within 12 months.

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The [HIU Lead]’s passion, experience and dedication to their work shines through. I have worked across various mental health services for many years and I can honestly say that [the HIU Lead]’s patient care is truly outstanding. It’s an absolute pleasure to be working with such a dedicated member of your team.

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— Mental Health Professional

Contact

If you would like to know more about the Stockport HIU service, please contact:

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