Dear colleagues,

It is with great pleasure that we can announce the launch of the pilot High Impact User (HIU) Service in our Emergency Department. \*\*Insert Name\*\* will be working one day per week, newly appointed, HIU Co-ordinator, supported by \*\*Insert Name\*\* as the HIU Clinical Lead.

We have been working alongside the team at the Bristol Royal Infirmary and the West of England Academic Health Science Network (who are funding the pilot of the HIU co-ordinator) to implement this service.

The aim of the project is to assist you in managing our HIUs; to support patients to reduce their attendances and admissions and as consequently boost staff morale. Personal Support Plans (PSPs) will be written by xxx and relevant members of the multi-disciplinary team and placed on the clinical record system, accompanied by an alert.

Please keep an eye out for the PSPs and review them prior to seeing patients. They are there as a guide to help manage these individuals.

Moving forward \*\*Insert HIU Co-ordinator name\*\* will be starting to triage and prioritise a small number of patients who are already recognised as a HIUs, however please contact xxx to discuss any other potential referrals. Training for this service will be delivered in due course, but please contact \*\*Insert HIU Co-ordinator name\*\* if you have any immediate questions.

We welcome your feedback, particularly in this early stage, and will keep you updated on the progress that we are making.

Kind regards,

xxx xxx

xxx Emergency Department HIU-Coordinator Emergency Department HIU Clinical Lead