NHS Tayside has now considered your request dated 17 January 2019.

NHS Tayside wishes to advise you that there are exemptions applicable to the information requested. Please refer to the exemptions section of this correspondence.

Extract from Request
“I would like to request the following information under the Freedom of Information (Scotland) Act 2002. Please could you tell me:

1. What information is gathered by the health board on the housing status of patients who are admitted to hospital and who attend A&E and how this is collated.
3. Whether the health board runs a homelessness service for patients, how patients might access this service and what support it offers.
4. If a homelessness service is run by the health board, the number of patients who have been referred to this service in 2013, 2014, 2015, 2016, 2017 and 2018.”

Response

1. ‘Housing Status’ is not a field NHS Tayside routinely record. NHS Tayside collects a range of information about a patient attending hospital or Accident and Emergency which includes their address. If a person has no fixed address then we classify this with the postcode NF1 1AB which is the coding standard required by Information Services Division (ISD) to denote no fixed address.

2. Due to the small numbers of patients involved a breakdown of each individual month will not be provided, however, we have provided the information in six month periods.

Where the values of statistics provided in the following tables fall below 5 but are greater than 0, these statistics are represented by ‘<5’. Due to the small numbers of patients involved further detail cannot be provided as disclosure of the information may lead to the identification of individuals.

Table 1 - NHS Tayside Hospital Admissions.

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan - Jun</th>
<th>Jul - Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>10</td>
<td>17</td>
</tr>
<tr>
<td>2014</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>2015</td>
<td>5</td>
<td>17</td>
</tr>
<tr>
<td>2016</td>
<td>13</td>
<td>11</td>
</tr>
<tr>
<td>2017</td>
<td>11</td>
<td>7</td>
</tr>
<tr>
<td>2018</td>
<td>&lt;5</td>
<td>&lt;5</td>
</tr>
</tbody>
</table>
Table 2 - NHS Tayside Emergency Department Attendances

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan - Jun</th>
<th>Jul - Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>0</td>
<td>&lt;5</td>
</tr>
<tr>
<td>2014</td>
<td>&lt;5</td>
<td>0</td>
</tr>
<tr>
<td>2015</td>
<td>&lt;5</td>
<td>&lt;5</td>
</tr>
<tr>
<td>2016</td>
<td>&lt;5</td>
<td>0</td>
</tr>
<tr>
<td>2017</td>
<td>0</td>
<td>6</td>
</tr>
<tr>
<td>2018</td>
<td>&lt;5</td>
<td>7</td>
</tr>
</tbody>
</table>

Notes: Table 1. Source: 2013 – June 17 – Topas / June 17 – 2018 – TrakCare
Includes admissions only where postcode at admission = NF1 1AB / NF11AB only –
generic postcode generated at admission where admission is homeless.

Table 2. Source: ISD Unscheduled Care Datamart
Includes attendances only where postcode at attendance = NF1 1AB / NF11AB only – as
per guidance above.

3. NHS Tayside does not run a homelessness service. As an organisation NHS Tayside
supports the delivery of Homelessness services in the area through its membership of
local Community Planning Partnerships and Integrated Joint Boards (IJB).

NHS Tayside runs a Health and Homeless Outreach Team to support people who are
homeless with any health issues that may affect them.

Please see appended below a leaflet for the service information including what is offered:

Health and Homeless Outreach Team Leaflet 2018

4. Information not held. NHS Tayside does not have a record of referrals to this service
but we do record the number of Keep Well Health checks carried out by the staff within
each year, see table below:

<table>
<thead>
<tr>
<th>Year</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>47</td>
</tr>
<tr>
<td>2014</td>
<td>16</td>
</tr>
<tr>
<td>2015</td>
<td>60</td>
</tr>
<tr>
<td>2016</td>
<td>39</td>
</tr>
<tr>
<td>2017</td>
<td>54</td>
</tr>
<tr>
<td>2018</td>
<td>40</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>FOISA Exemption Applied</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGTFOISA5824</td>
<td>Section 17 – Information not held. (Q1,4)</td>
<td>▪ The information requested is not held by NHS Tayside.</td>
</tr>
</tbody>
</table>
|               | Section 38 – Personal Information (Q2) | ▪ Information relating to an individual’s health care is personal information.  
▪ Disclosure of information which would allow the identification of individuals would be in breach of confidentiality and Data Protection principles. |

Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Tayside has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commissioner.

A request for an internal review must be made in writing no later than forty working days from receipt of this response and addressed to:

Tayside NHS Board Secretary  
Tayside NHS Board Headquarters  
Ninewells Hospital & Medical School  
Dundee  
DD1 9SY

If you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Or via the online appeal service: [www.itstpublicknowledge.info/Appeal](http://www.itstpublicknowledge.info/Appeal)
If you have any queries about this correspondence, please contact:

Information Governance Team
Maryfield House
30 Mains Loan
Dundee
DD4 7BT

Telephone - 01382 424413
E-mail: informationgovernance.tayside@nhs.net

Information Governance
NHS Tayside
07 February 2019
OUR REMIT

We work with people who are homeless, at risk of becoming homeless and other vulnerable groups.

THE TEAM

A dedicated team of nurses dealing with mental wellbeing and physical health. We work collaboratively with Dundee City Council, homeless hostels and statutory and voluntary agencies.

Assertive outreach targeting street beggars and rough sleepers.

Documents can be made available in other languages and formats on request.

Contact NHS Tayside Communications Department on 01382 424138

The Health & Homeless Outreach Team operates within the guidelines of current NHS Tayside Policy and Procedures
OUR SERVICE

Homeless people in Dundee can experience difficulty accessing services often resulting in health needs not being met.

The Health & Homeless Outreach Team (HHOT) is available to homeless people in a variety of locations within the community including:

- Dundee City Council Temporary Accommodation and Network Flats
- Direct Access Hostels
- Resettlement Units
- Hospital
- Home
- Care of Address
- Preferred Meeting Place
- HHOT Clinic Sites

“Homeless people are often unaware of how to access services”
care worker

WHAT WE OFFER?

We aim to improve the health and well being of homeless people by:

- Providing weekly clinics at different locations, offering nursing assessments/health advice and information
- Carrying out assessment of health and social care needs and keep well health checks
- Initiating contact with primary care services
- Referring to other health professionals, statutory and voluntary organisations
- Working in partnership with other agencies

We want our outreach clinics to engage directly with homeless people and to improve access to mainstream services such as health, social work and housing.

“You don’t often have the energy or the motivation to try to find the help you need”
homeless male, 34

HOW TO ACCESS THE TEAM

- Refer yourself
- By telephone 01382 443526/443523
- By attending a Health Outreach Clinic at your hostel
- Be referred by a member of staff at your hostel, or by staff from any other agency that is working with you
- The Steeple Church Drop in Mondays 2.00pm to 3.00pm
- Phone Team for other health services