

# Information About The Kirklees High Intensity User (HIU) Service

Helping you get the right care, at the right time, in the right place

We only share relevant information that helps with your care

## What we do

The Kirklees HIU service supports people who come to A&E a lot.  
We work with you to understand what's going on and how we can help.

### We aim to:

- Help you get the **right care**
- At the **right time**
- In the **right place**

### We do this by:

- Talking with you
- Working with other services
- Making a plan that supports your health and wellbeing

## Sharing your information

We will only do this when absolutely necessary

To support you properly, sometimes we might need to talk to other teams, like:

- Your GP (doctor)
- Mental health services
- Social care
- Ambulance or police
- Drug and alcohol services
- Housing teams

## What information we will share

- Your name, date of birth, NHS number, GP details
- Physical health conditions
- Emotional wellbeing
- Social situation

## Giving your consent (saying yes)

You can tell us you are happy for us to share your information:

- In person
- Over the phone
- In writing (letter or email)

## Withdrawing consent (saying no)

You can change your mind at any time.

To stop us sharing your information, call or text us:

**07353 897094**

**[BLOSM@cht.nhs.uk](mailto:BLOSM@cht.nhs.uk)**

We will respect your choice unless there's a serious risk to you or someone else.

## When we might share without consent

We may still need to share information without your consent if:

- You or someone else is in danger
- There are safeguarding concerns
- We are told to by law

## How to contact us

**Kirklees HIU Team**

**07353 897094**

**Monday to Friday 8:30am - 4:30pm**

**We're here to support you**

**If you have any comments about this leaflet or the service you have received you can contact :**

Kirklees HIU Team

Telephone: 07353 897094  
Monday to Friday 8:30am - 4:30pm

[www.cht.nhs.uk](http://www.cht.nhs.uk)

**If you would like this information in another format or language contact the above.**

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਚ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,  
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو  
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم  
المذكور أعلاه"