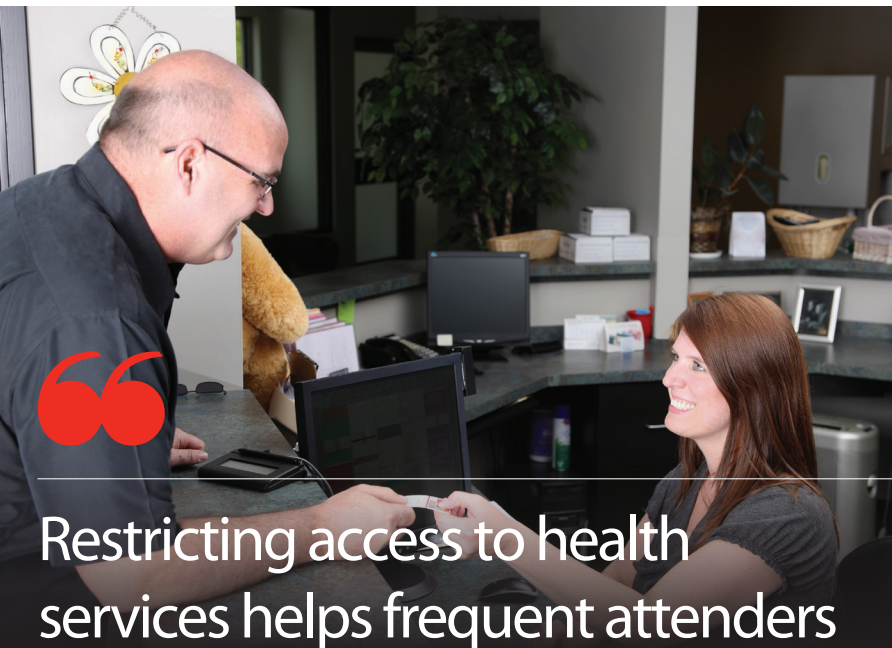


# CLAHRC BITE

A bite-sized summary of a piece of CLAHRC research

September 2011  
BITE 04



Restricting access to health services helps frequent attenders



## Who?

Frequent attenders in primary care

## Findings...

- Frequent attenders have a disproportionate impact on GPs' clinical workload. About 11% of consultations are with 3% of people who see their GPs once or more per month on average.
- Many of the most frequent attenders have high degrees of health anxiety, somatisation, depression or general anxiety, often with a range of chronic physical health problems.
- Health anxiety is worsened by increased access to a greater range of health professionals and improves when access is restricted to one or more health professionals who adopt a consistent approach.

Health care costs and physical function are improved if frequently attending patients with somatisation and/or health anxiety are provided with regular, planned appointments with the same GP.

In addition, they should be assessed by mental health services and supported where necessary. At the same time, access to other forms of health care for these service users should be restricted.

The additional inputs are likely to be offset by savings in services used over the longer term.

## References

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## An explanation of CLAHRC and its role

The Collaboration for Leadership in Applied Health Research and Care (CLAHRC) is a partnership between the University of Nottingham and the NHS in Nottinghamshire, Derbyshire and Lincolnshire.

Funded by the National Institute for Health Research, our mission is to undertake high quality research to improve health and social care across the East Midlands.

This is a bite-sized summary of a piece of CLAHRC research. It is part of a series designed to make such work more available to clinicians.

For further information, visit:

### Our website

[www.clahrc-ndl.nihr.ac.uk/primarycare](http://www.clahrc-ndl.nihr.ac.uk/primarycare)

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