Introduction
We hope this leaflet will provide you with information that you need whilst being involved with Newcastle Clinical Drug and Alcohol Service. If you are not sure about anything in this leaflet please ask a member of staff.

What is Newcastle Clinical Drug and Alcohol Service?
We are a specialist addiction service for anyone in Newcastle experiencing drug and alcohol problems that require specialist, clinical support.

We offer the following support which is planned on an individual basis according to need:

- Medical and nursing support including medications to support maintenance, reduction and detoxification programmes
- Day services and intensive support, individual keyworker sessions and clinic based support alongside specialist criminal justice services
- Harm reduction including blood borne virus screening and immunisation, needle exchange and safer injecting support
- Psychosocial support such as counselling alongside clinical intervention eg medication and health support
- Partnership working with the recovery coordination service who will support your progress in recovery.

What will happen when I come into the service?
When you first come into the service, you will be offered a clinical assessment, which will build on the assessment you may have received from the recovery coordination service. You will then be placed in the most appropriate part of the service to address your needs initially – this may be either the day service or an individual keyworker. We will continue to work with your
recovery coordinator to ensure you have appropriate support throughout your recovery journey. If you were not assessed by the recovery coordination team, we will, with your permission, refer you to them to ensure you receive all of the support you need to help you get well and stay well.

We will review your mental and physical health and work with your own GP and others that are involved.

Who is the service for?
The service is for residents of Newcastle with all types of drugs and/or alcohol misuse issues. We work with problematic substance misusers over the age of 18 years.

How do I arrange an appointment?
You must be referred to Newcastle Clinical Drug and Alcohol Service. You can do this by contacting the single point of assessment team – Lifeline on 0191 261 5610.

How do I get there?
The service based in Newcastle City centre, parking can be difficult and there is no dedicated parking at the service, although there are excellent public transport routes.
For further information Contact Traveline Tel: 0871 200 22 33
Website: www.traveline.info
Our contact details are at the end of this leaflet.

Arriving at Newcastle Clinical Drug and Alcohol Service
When you arrive at Newcastle Clinical Drug and Alcohol Service you will be greeted by one of our administrative staff. They will take your name and introduce you to a member of the team. You will be allocated an assessment time and the assessor will discuss next steps with you, depending upon your needs.
How long will I attend?
The length of time your recovery takes depends on your needs, the treatment choices you and your worker decide are appropriate and your progress through treatment. Your options towards recovery will be discussed with you from the start. A lead professional will work with you and your recovery coordinator to plan your individual recovery journey.

Interpreters
Staff can arrange an interpreter if you need one.

If you have a disability and require any additional assistance to access any of our bases, or require any ongoing support, please let us know by calling 0191 206 1100.

What if I have a comment, suggestion, compliment or complaint about the service?
If you want to make a comment, suggestion, compliment or complaint you can:
• talk to the people directly involved in your care
• ask a member of staff for a feedback form, or complete a form on the Trust website www.ntw.nhs.uk (click on the ‘Contact Us’ tab)
• telephone the Complaints Department Tel: 0191 245 6672
• we are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.
  - **Points of You** - available from staff.
  - **Friends and Family Test** - available from staff or online at www.ntw.nhs.uk/fft
**Useful contacts**
- **Lifeline Newcastle** Tel: 0191 261 5610, 9am - 5pm, Monday - Friday
- **NHS Choices** www.nhs.uk
- **Out of hours GP** Tel: 0300 123 4343
- **Narcotics Anonymous** Tel: 0300 999 1212, 24hr, 7 days a week
- **Alcoholics Anonymous** Tel: 0845 769 7555, 24hr, 7 days a week
- **Talk to FRANK** Tel: 0300 123 6600 or text 82111 or www.talktofrank.com
- **Newcastle PROPS** Tel: 0191 226 3440, Monday - Friday 9am - 4.30pm. Helpline: 0191 226 3440, 5pm - 9pm, weekdays and 9am - 10pm weekends

**For further information contact**
If you have any queries about the service, please contact Plummer Court on:

Newcastle Clinical Drug and Alcohol Service
Plummer Court
Carliol Place
Newcastle
NE1 6UR
Tel: 0191 206 1100
Fax: 0191 206 1101

**Opening hours**
Opening times: Monday to Friday 9am - 8.30pm
Saturday and Sunday: 10am - 6pm

Needle Exchange: Monday to Friday 6pm - 8pm
Saturday and Sunday: 12.30pm - 5pm
Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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