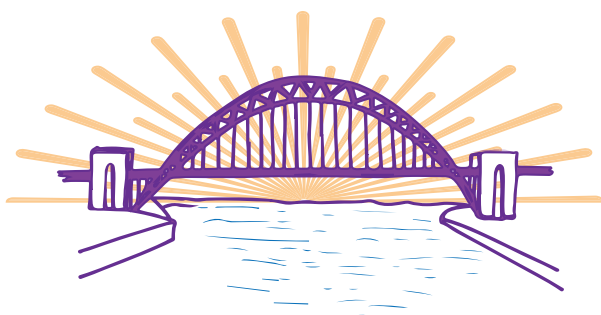


Newcastle Treatment and Recovery (NTaR) Integrated Drug and Alcohol Services



Newcastle Treatment and Recovery

Service User Information leaflet



Service provided by Cumbria,
Northumberland, Tyne and Wear
NHS Foundation Trust, Humankind
and Changing Lives

Introduction

We hope this leaflet will provide you with information that you need about Newcastle Treatment and Recovery. If you are not sure about anything in this leaflet please ask a member of staff.

Newcastle Treatment and Recovery (NTaR) – Integrated Drug and Alcohol Service

Newcastle Treatment and Recovery is a dedicated service for anyone in Newcastle experiencing problems with drugs and alcohol. We are here to help you get well and stay well.

We believe recovery from addiction and substance misuse is possible for everyone, and we're here to help you achieve it.

Our aim is to make recovery a reality in Newcastle – whether you're dealing with problematic drug or alcohol use, or are helping support others that are.

We offer the following support which is tailored to help you on your recovery journey:

- Harm reduction – safer injecting support and needle exchanges
- Medical support including prescription of substitute medications and supporting detoxification programmes
- A dedicated Recovery Co-ordinator to motivate and support you through every stage of your recovery journey
- Recovery support – ongoing services to help with your next steps into employment, housing and health.

We are here to support you, however long your recovery journey takes.

We can work with anyone from Newcastle who is 18 years old or over and wants support.

There are two main ways to access the service. You can either contact us directly yourself, via a family member/ carer or you can ask your GP, or another professional to make a referral for you. To do this you need to ring the main NTaR contact number: **0191 206 1117** or email: NTARreferrals@cntw.nhs.uk

Psychological Support and Abstinence-Based Recovery Programmes

- Community based treatment programme
- Psychosocial therapies and mutual aid
- Support from a community of local peers in recovery

Ongoing Recovery Support

- Practical support and advice for day-to-day needs
- Recovery check-ups and relapse prevention support

Whether you use some of these services or all of them your keyworker will also provide access to:

- Motivational support and interventions
- Interventions to help you change problematic behaviours
- Family and friends support programmes
- Peer support from Recovery Peer Mentors with their own experience of recovery from addiction

How do I get there?

For travel information contact Traveline

Tel: 0871 200 22 33

Website: www.traveline.info

Interpreters

If you would like an interpreter, staff will be able to help you to get one.

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.cntw.nhs.uk/contact/complaints/
- telephone the Complaints Department
Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk

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. You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/yourvoice
- complete a Your Voice survey, available on reception areas or from staff
- other options for sharing your feedback and experience
www.cntw.nhs.uk/yourfeedback



You can also scan this QR code to access the Your Voice survey online. Please use the team code NCLDASCT

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care. We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible

Useful contacts

- **The NHS website** 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: 0800 9177 650, 24hr, 7 days a week
- **Talk to FRANK**
Tel: 0300 123 6600 or text 82111
Website: www.talktofrank.com
- **Newcastle PROPS**
Tel: 0191 226 3440, Monday to Friday, 9am-4.30pm
Helpline: 0191 226 3440, 5pm-9pm weekdays and 9am-9pm weekends

If you have any queries about the service, please contact us:

Newcastle Treatment and Recovery

Plummer Court, Carliol Square,
Newcastle upon Tyne, NE1 6UR

Tel: 0191 206 1100 or to make a referral contact: 0191 206 1117

Opening hours:

Monday to Friday, 9am-8.30pm

Saturday and Sunday, 11am-5pm.

Closed for lunch 1.30pm-2pm

Needle Exchange/Harm Reduction Service

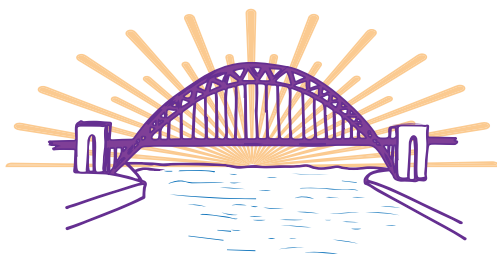
43 Clayton Street, Newcastle Upon Tyne,
NE1 5PN

Opening hours:

Monday to Friday 9am-5pm

Needle Exchange after 6pm-8pm Monday to Friday, and on weekends 12.30pm-5pm, will be delivered from Plummer Court.

Bank Holidays are as per weekend hours



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