

NORTH TYNESIDE  
**Recovery**  
PARTNERSHIP



**Service User  
Information Leaflet**

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## **North Tyneside Recovery Partnership (NTRP)**

North Tyneside Recovery Partnership (NTRP) is a dedicated service for anyone in North Tyneside, who is experiencing problems with drugs and/or alcohol. The service does not have any age restrictions so can provide support to those of all ages.

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 North Tyneside – whether you're dealing with problematic drug and/or alcohol use or helping support others that are.

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust are the lead provider in partnership with Waythrough.

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

- Abstinence Programmes – group and community based programmes
- Medical support including prescription of substitute medications and supporting detoxification programmes
- Psychosocial Interventions to support you in your recovery
- Harm Reduction – advice, support and the provision of needle exchange
- Recovery Support – ongoing support to help and maintain your recovery

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

## How can NTRP help me?

Whatever your experience and whatever stage you're at, we can help you plan a route towards recovery and well-being. We can work with anyone who resides within the North Tyneside locality.

NTRP is here for anyone, any age who:

- Worries about their substance misuse (drinking and/or drug use)
- Feels their drinking or drug use is out of control and affects their life
- Needs help to build links with other agencies because of medical or mental health problems because of their drinking or drug use
- Thinks their drinking or drug use could be having negative effects on them as an individual or their family and friends
- Has been directed to us from Criminal Justice System
- Has been directed to us by another professional (with consent)

## How do I access NTRP?

You can either contact us directly yourself, or you can ask your GP or another professional to make a referral for you. We can also take referrals from carers of people experiencing problems with drugs and alcohol as long as the individual has provided consent.

To do this you need to ring **0191 640 0180** or email [NTRP\\_Admin@cntw.nhs.uk](mailto:NTRP_Admin@cntw.nhs.uk)

## What happens next?

Once we've got your name and contact details you'll then be contacted by one of our support workers to triage and take some further information. Following this you will be offered a comprehensive assessment (if appropriate) where more detailed information will be taken. An allocation to the appropriate team will follow. You will have a dedicated key worker who will support you throughout your recovery journey alongside the wider multi-disciplinary team.

## What sort of things does NTRP provide?

Our aim is to help you get well and stay well. To help you do this we provide a range of services including:

### Medical Services

Specialist prescribing and detoxification treatments, including managed maintenance and reduction plans.

### Harm Reduction

Blood Borne Virus screening and immunisation, needle exchange and safer injecting support.

### Recovery Support

- A range of groups and 1:1 interventions focusing on wellbeing, behaviour change support, SMART Recovery and 12-Step abstinence approaches
- Access to rehabilitation
- Counselling and behavioural therapies
- Support from a community of local peers in recovery
- Volunteering and Peer Mentoring opportunities

### Ongoing Recovery Support

- Practical support and advice for day-to-day needs including housing, volunteering, employment and training
- Recovery check ups and relapse prevention and support

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

- Motivation 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 substance misuse

### **Interpreters and accessibility**

NTRP can arrange for interpreters to be present during appointments. Please ask when you are referred to the service in order for us to arrange this for you. We also have staff who are able to sign for those who may experience hearing problems.

### **Contact details**

Our base is located with the Wallsend Customer First Centre, above the Forum Shopping Centre. The entrance to North Tyneside Recovery is at the side of the Customer First Centre on Elton Street East near to the back entrance of Iceland.

Tel: 0191 640 0180

### **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/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto: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](http://www.cntw.nhs.uk/yourvoice)
- complete a Your Voice survey, available from staff
- other options for sharing your feedback and experience [www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

### **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](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

### **Useful contacts**

- **Al-anon**  
Helpline: 0800 0086 811 (10am-10pm 365 days a year)  
Email: [helpline@al-anonuk.org.uk](mailto:helpline@al-anonuk.org.uk)
- **Alcoholics Anonymous**  
Telephone: 0800 9177 650 (24 hour, 7 days a week)  
Email: [help@aamail.org](mailto:help@aamail.org)
- **Families Anonymous**  
Helpline: 0207 4984 680  
Provides support for friends and family.

- **Narcotics Anonymous**  
Telephone: 0300 999 1212 (10am-midnight, 7 days a week)
- **PROPS Specialist Family Drug and Alcohol Service**  
Telephone: 0191 226 3440 (9am-9pm, 7 days a week)
- **Samaritans**  
Telephone: 116 123 (24 hour, 365 days a year)
- **SMART Recovery**  
UK SMART Recovery (UKSR) is a registered charity which promotes choice in recovery through a national network of mutual-aid meetings and online training programmes.  
<https://smartrecovery.org.uk/>

**North Tyneside Recovery Partnership**  
**Telephone: 0191 640 0180**

The North Tyneside Recovery Partnership is led by:  
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust  
Wallsend Customer First Centre, 16 The Forum Shopping Centre,  
Station Road, North Tyneside, NE28 8JR  
**Telephone: 0191 640 0180**

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