

"YOU SAID... WE WILL"

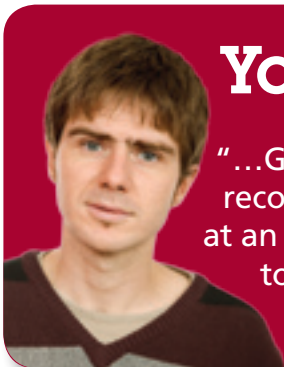


NHS South of Tyne and Wear

serving Gateshead Primary Care Trust,
South Tyneside Primary Care Trust and
Sunderland Teaching Primary Care Trust

**Alcohol:
users and carers
getting involved.**

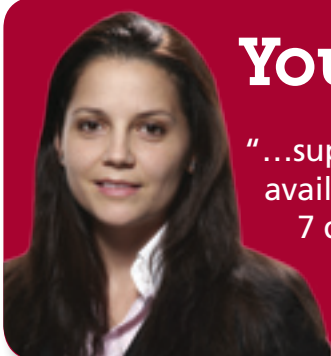
SERVICE USERS



You said...

"...GPs need to be able to recognise alcohol problems at an early stage and be able to offer appropriate advice and information."

We are looking to provide training for all GPs so that they can identify people with current and potential alcohol problems, give brief advice as well as refer on to specialist services if appropriate.



You felt...

"...support should be available 24 hours a day, 7 days a week."

We are working with North East Regional Alcohol Forum (NERAF) to set up support groups that run on evenings and weekends. In addition we will provide an out of hour's helpline and look to services operating more flexible opening hours.



You said...

"...services should be better advertised."

We are developing an advertising campaign to promote services across Gateshead and adverts have already been put in bus stops across the area. Watch out for more adverts in future...



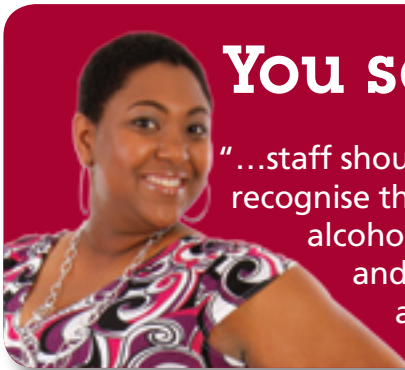
You asked...

"...for more emphasis on aftercare, including developing life skills and access to training and employment."

We are looking to expand the Community Integration Team to give 1:1 support to service users and develop a package of aftercare tailored to the individual, which may include help accessing employment and training.



SERVICE USERS



You said...
 "...staff should be able to recognise the early signs of alcohol dependence and offer advice and information."

We will provide training opportunities for a wide range of workers across Gateshead, including A&E staff, social services and health professionals to be able to offer alcohol screening, brief intervention and signposting.



You said...
 "...specialist staff should be trained in providing a wide range of treatments for alcohol, not just a 'one size fits all' approach."

We are going to provide more training for staff around helping people reduce the harm caused by alcohol. This should increase the choice of treatments available to all service users.

CARERS



You said...
 "...carers should be given support in a timely and appropriate manner, including the option of respite."

We are going to conduct a full review of current services for carers to ensure that they meet the wide ranging needs of carers.



You felt...
 "...when services close there is no one there to support the carer."

We already provide an out of hour's helpline to give support to carers and we recognise that this needs to be better promoted through the new advertising campaign. Dial 0800 234 6520 available 24hrs day 7 days week.

Contact us...

If you have any views on the contents of this newsletter or would like to find out more, please contact David Brady on tel: 0191 497 1559, email: david.brady@sotw.nhs.uk or Emma Roycroft on tel: 0191 497 1517, email: emma.roycroft@sotw.nhs.uk, Mon-Fri 9am - 5pm.