



Making recovery happen

Service User Information Leaflet

Service provided by Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and Waythrough

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Northumberland Recovery Partnership (NRP)

The Northumberland Recovery Partnership (NRP) is a dedicated service for anyone in Northumberland 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 Northumberland – whether you're dealing with problematic drug or alcohol use or 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
- Abstinence programmes – group and community-based 12 step programmes
- Medical support including prescription of substitute medications and supporting detoxification programmes
- A dedicated Recovery Navigator 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

How can NRP 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 from Northumberland who is registered with a GP and is 18 years old or over and wants support.

NRP is here for anyone who:

- Worries about their drinking 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

How do I access NRP?

There are two main ways to access the service. You can either contact us directly yourself, or you can ask your GP or another professional to make a referral for you. To do this you need to ring **01670 798 280**

We can also take referrals from carers of people experiencing problems with drugs and alcohol with their consent. We have bases in Ashington, Blyth and Berwick.

What happens next?

Once we've taken your name and contact details you'll then be contacted by one of our Recovery Navigators to arrange an initial appointment. The Recovery Navigators provide one to one support to help you build a Personal Recovery Plan which addresses your short-term and longer-term recovery needs. They'll stay with you throughout the recovery journey, providing help and support at each stage along the way.

Medical Services

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

Harm Reduction

- Blood Borne Virus screening and immunisation, needle exchanges and safer injecting support

Recovery Academy

- A range of groups and 1:1 interventions focusing on wellbeing, behaviour change support, SMART Recovery and 12-Step abstinence approaches
- 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 your Recovery Navigator 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 addiction

Interpreters and accessibility

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 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 wards, reception areas or from staff
- other options for sharing your feedback and experience 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

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

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

- **Narcotics Anonymous**

Tel: 0300 999 12 12 (24 hour, 7 days a week)

- **Families Anonymous**

Tel: 0207 4984 680 or 0845 1200 660 (weekdays 1pm-4pm and 6pm-9pm). Provides support for friends and family.

- **Alcoholics Anonymous**

Tel: 0800 9177 650 (24 hour, 7 days a week)

- **Al-anon**

Tel: 0800 0086 811 (10am-10pm 365 days a year)

- **Northumberland Carers Centre**

Tel: 01670 320 025 (Monday-Friday 9am-5pm)

- **Samaritans**

Tel: 116 123 (24 hour, 365 days a year)

Contact details

Northumberland Recovery Partnership

- Blyth - 01670 798 200
- Ashington - 01670 844 610
- Berwick - 01289 301 306

To refer yourself to the service please call: 01670 798 280

Other useful numbers:

- Helpline - 01670 333 299
- Recovery Academy - 01670 798 281

The Northumberland Recovery Partnership is led by:
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust
Greenacres Centre, Green Lane, Ashington, Northumberland,
NE63 8BL, Tel: 01670 844 610

January 2025 V9