

# Service User Bulletin

## Norfolk Alcohol & Drug Services

May 2018 - Issue 5

### Welcome

Your service provider has changed

The new behaviour change service for Norfolk went live on the 1<sup>st</sup> of April and we have welcomed many of you into our new premises in Norwich, Great Yarmouth, King's Lynn, and our temporary base in Thetford.

#### Norwich

Adobe House  
5 Barton Way  
Norwich  
NR1 5DL

Open Access Assessments  
Mon-Fri 9.30am to 4.00pm

Late Clinic Monday

#### King's Lynn

33 Railway Road  
King's Lynn  
PE30 1NF

Open Access Assessments  
Mon, Weds, Fri 9.30am to 4.00pm

Late Clinic Wednesday

#### Thetford

Breckland House  
St Nicholas Street  
Thetford  
IP24 1BT

Open Access Assessments  
Mon-Fri 9.30am to 4.00pm

Late Clinic Thursday

#### Great Yarmouth

148 King Street  
Great Yarmouth  
NR30 2PN

Open Access Assessments  
Mon, Weds, Fri 9.30am to 4.00pm

Late Clinic Tuesday

Open access assessments are available during evening clinics by appointment only until 8.00pm. In addition, we are now pleased to be able to offer telephone triage for those who find it difficult to drop in and wait. For a telephone triage please phone 01603 514096 (Option 1 for Norwich, 2 for Thetford, 3 for Great Yarmouth or 4 for Kings Lynn); you will complete a short form over the telephone and then be invited in for a personalised assessment at a time convenient to you.

If you have not yet been seen you will be contacted soon to arrange an appointment for a priority review with your keyworker to ensure the information we hold about you is correct and to update your recovery goals. Should you have any urgent needs please contact us on 01603 514096 to request an appointment.

We continue to look at additional locations to improve ease of access for those living some distance from the main hubs and we have already arranged satellite clinics in the following locations to build on provision within the community:

City Reach, Norwich	Old Palace Surgery, Norwich	Bishop Bridge House, Norwich
Holt Medical Practice	Gurney Surgery, Norwich	Wellspring Centre, Dereham
Bacon Road GP Surgery, Norwich	GP Surgery, Overstrand Rd, Cromer	The Birchwood Surgery, North Walsham
The Birchwood Surgery, North Walsham	North Walsham Community Centre	Station Rd GP Surgery, Attleborough
Aylsham ACT	Watton Medical Practice	Sheringham Medical Practice
Swaffham Community Centre	Staith Surgery, Stalham	Methodist Church, Downham Market
Mental Health Department, Healthy Living Centre, Thetford	Herring House Trust, Great Yarmouth	Genesis Hostels Sandown Road and Southtown Road, Great Yarmouth
Herbies Salvation Army Drop-In, Great Yarmouth		

Additional clinics are being added as they become available, so please speak to your keyworker to find out if there is a clinic close to you.

### Contacting Us

You can contact CGL by phoning 01603 514096 and selecting the option for your local office. We have 15 phone lines linked to this number, but at peak times there may still be a delay in calls being answered. We will soon have a voicemail service linked to this number and once this is in place we will respond to any messages left by the end of the day. Alternatively, you can email us on [norfolk.info@cgl.org.uk](mailto:norfolk.info@cgl.org.uk) or if you are looking for information about our services you can find us at <https://www.changegrowlive.org>

### Service User Involvement: Shaping Services, Championing Recovery, Supporting Delivery

Service User Involvement is a key part of behaviour change and CGL want to work with you to build a strong recovery community in Norfolk. Our Peer Mentor and Volunteer Coordinator, Kathryn Healey, is visiting localities to speak to people who are interested in becoming service user representatives, peer mentors, or volunteers. A recent visit to Kings Lynn was very successful as a number of people using the recovery café expressed interest in becoming peer mentors or volunteers and were given application forms to complete. If you would like to find out more about service user involvement, please email [kathryn.healey@cgl.org.uk](mailto:kathryn.healey@cgl.org.uk) or text her on 07741 198486.

### Introducing: Emerging Futures, by Saul Trower

As Service Manager for Emerging Futures I am excited to be working in partnership with the new CGL Norfolk Alcohol and Drug Behaviour Change Service. The Emerging Futures team are delivering a variety of new workshops across the county in Norwich, Gt Yarmouth and King's Lynn. To compliment this we have recently secured venues in North Walsham, Cromer and are working on one in Thetford, to ensure we reach as many communities as possible. We are hoping to extend our reach even further and look forward to updating you as the service grows.

Our workshops are designed to support the individual recovery goals of each participant and be a platform from which behavioural change takes place. Workshops are based upon co-production using a variety of innovative behavioural change tools. Sessions are designed to be informative, fun and thought-provoking.

We have had some excellent feedback from people attending the workshops including *'the material is refreshing and new'*, *'I have found the motivation I needed to get back on track'*, *'the workshops are friendly, fun and I learned a lot about myself'*, and *'I'm really glad I joined the programs, my family has seen a real difference in me'*.

I would like to take the opportunity to thank those that have taken up volunteering positions with the Emerging Futures team. Your help, support and enthusiasm has been incredible. I would welcome speaking to anyone interested in taking an active role in shaping a recovery community, especially those that would like to volunteer and train to be a Recovery Coach. You can email me at [saul.trower@emergingfutures.org.uk](mailto:saul.trower@emergingfutures.org.uk) to express an interest.

At Emerging Futures we know that everyone gains from participating actively in their own health and recovery and look forward to working alongside you to achieve your personal recovery goals.

### Feedback and Complaints

- Suggestion boxes are situated in the waiting areas in King's Lynn, Great Yarmouth and Norwich.
- When something goes well you can let us know by asking for a compliments form from reception or your keyworker.
- If you wish to make a complaint you can do so in person, by telephone or in writing. Your complaint will be acknowledged within 5 days. All complaints will be fully investigated and you will be notified of the outcome of the investigation within 28 days.

If you would like to speak to someone in person about the transition of services you are welcome to drop in to one of our upcoming Service User Feedback Events.

Breckland House, St Nicholas Street, Thetford – Tuesday 29<sup>th</sup> May 10.00 until 4.00pm

148 King Street, Great Yarmouth – Wednesday 30<sup>th</sup> May 10.00am until 4.00pm

Adobe House, 5 Barton Way, Norwich – Thursday 31<sup>st</sup> May 10.00am until 4.00pm

33 Railway Road, King's Lynn – Friday 1<sup>st</sup> June 10.00am until 4.00pm