



**Godfrey Hayes**

**Service Manager**

**COMMUNITY DRUG & ALCOHOL SERVICE**

**COVER FOUR COUNTIES.**

CONWY

**DENBIGHSHIRE**

**WREXHAM**

**FLINTSHIRE**



**IN PARTNERSHIP  
WITH**

**SOCIAL SERVICES  
PROBATION  
POLICE  
LHBs**



**WE PROVIDE**

**AND MANAGE A WIDE**

**RANGE OF SERVICES**



**SUBSTANCE MISUSE MIDWIFERY LIASON  
SERVICE**

**YOUNG PERSON'S SUBSTANCE MISUSE  
SERVICE**

**BENZODIAZEPINE SERVICE**



**PRIMARY HEALTH CARE  
WORKERS**

**(SHARED CARE)**



**CRIMINAL JUSTICE**

**INTERVENTION**

**WORKERS**

**(ARREST REFERRAL, PROLIFIC  
OFFENDERS, DTTO, DARs)**



**NORTH WALES**

**NEEDLE SYRINGE**

**EXCHANGE**

**(COMMUNITY PHARMACIES - SERVICE BASES)**





OUTREACH

HARM REDUCTION TEAM

(HRT)

Work Mainly from Camper Van





**CORE**

**DRUG AND ALCOHOL**

**WORKERS**

**NURSES, SOCIAL WORKERS,  
SUPPORT WORKERS**



SOCIAL WORKERS

PROVIDE

COMMUNITY CARE SUPPORT

ACCESS TO RESIDENTIAL REHAB



CONSULTANT PSYCHIATRIST

Dr Julian Race

&

NURSE CONSULTANT

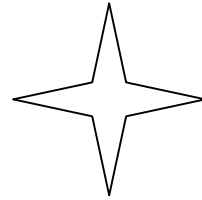
Jill Timmins



**SOME**

**RECENT**

**ACHIEVEMENTS**



# SINGLE LINE MANAGEMENT





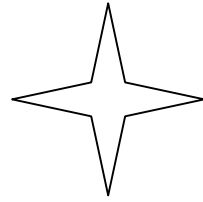
**WORKING TOWARDS**

**FULLY INTEGRATED**

**HEALTH & SOCIAL CARE**

**TEAMS**





**INCREASED SHARED CARE**



**SUBSTANCE MISUSE  
ACTION PLAN  
FUNDED  
POSTS**



## WREXHAM

5 PRACTICES

48 SERVICES USERS

NOW

7 PRACTICES

98 SERVICE USERS

## FLINTSHIRE

7 PRACTICES

66 SERVICE USERS

NOW

15 PRACTICES

70 SERVICE USERS



## CONWY

**2 PRACTICES**

**14 SERVICES USERS**

**NOW**

**12 PRACTICES**

**48 SERVICE USERS**

## DENBIGHSHIRE

**5 PRACTICES**

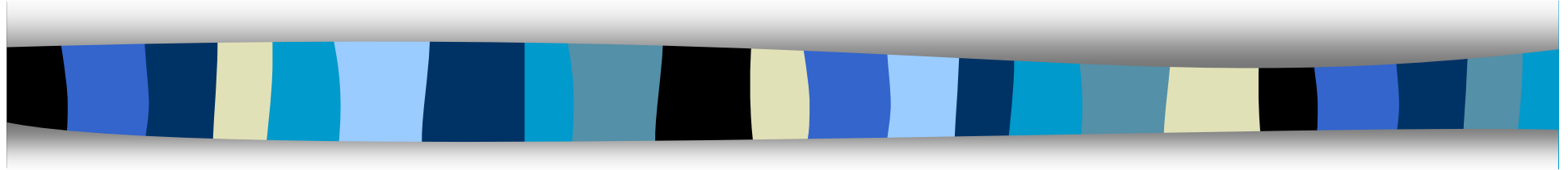
**29 SERVICE USERS**

**NOW**

**10 PRACTICES**

**53 SERVICE USERS**

# PROCESS MAPPING



NHS MODERNISATION AGENCY

NTA "OPENING DOORS"

WHERE DO I GO ?

WHAT DO I DO ?

NO CLEAR REFERRAL ROUTE

INAPPROPRIATE - INCONSISTENT REFERRALS

SELF REFERRALS

OFFICE CLOSED  
NO DUTY  
NO STAFF

LACK OF INFORMATION

TITANIC  
PREGNANT WOMEN KIDS FIRST

NO CLEAR REFERRAL ROUTE

WRITTEN REFERRALS ARE SLOW  
CAUSES DELAYS

**T  
R  
I  
G  
G  
E  
R  
S**

I WANT HELP!!

OR TOLD  
YOU WANT HELP!!

(wife, mum,  
girlfriend,  
husband,  
police,  
Dr)

ASK A FRIEND

PHONE BOOK

G.P.

CAIS

SOCIAL SERVICES

WALK THE STREETS

DTTO

PRISON

DRUG SERVICE

'F\*\*\* IT'  
CONTINUE TO USE

MAY GET PRESCRIPTION FROM G.P. OR DR RACE (if seen before referral)

CONTINUE TO USE OR DRINK AND

WAIT

BETTER DATABASE

REFERRAL SENT OR SELF REFERRAL

REFERRAL RECEIVED  
?????

0800 TEL NUMBER

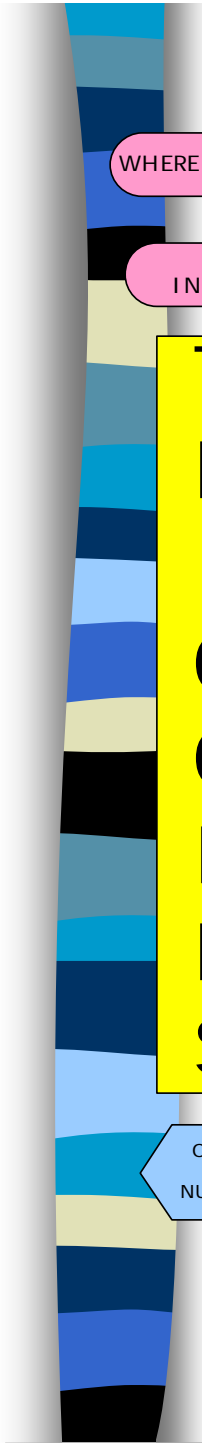
MORE USER FRIENDLY INFO

CRISIS INTERVENTION

EDUCATE GPs

MOBILE PHONE TEXTS

CHANGE DUTY  
STAGER LUNCH





REDUCED

WAITING TIMES

&

NUMBERS WAITING

FOR TREATMENT



**AVERAGE WAIT FOR  
ASSESSMENT**

**NOW LESS THAN 10 DAYS**

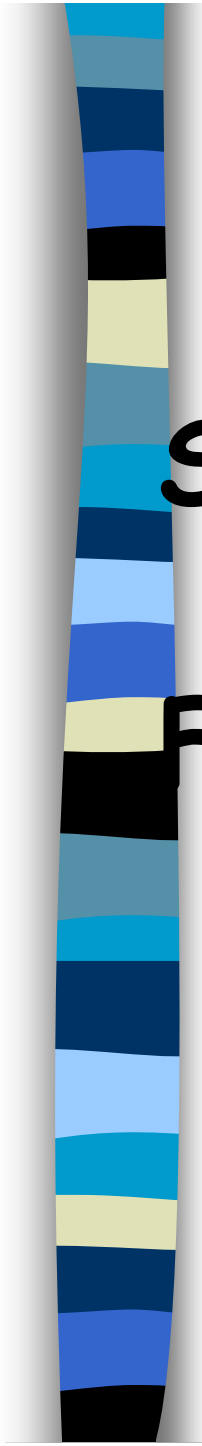
**WAS UP TO 18 MONTHS**





**NO WAIT**

**FOR PRIMARY CARE**



**STILL WAITING LISTS  
FOR SECONDARY CARE**

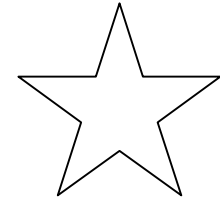
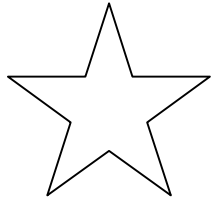


SECONDARY CARE STILL HAVE PEOPLE  
WHO SHOULD BE IN PRIMARY CARE

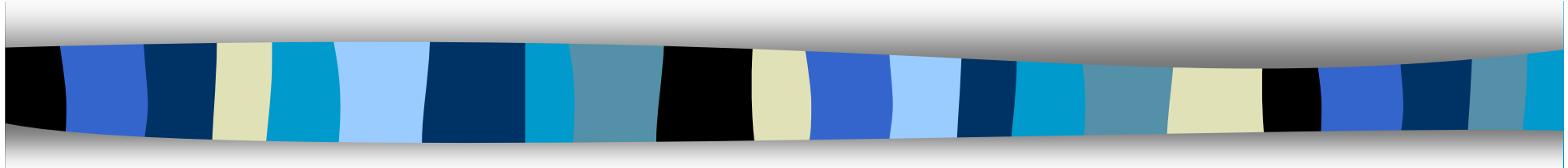
- NO PRESCRIBING AREAS  
e.g.: COLWYN BAY



THE WAY FORWARD



# PROCESS MAPPING

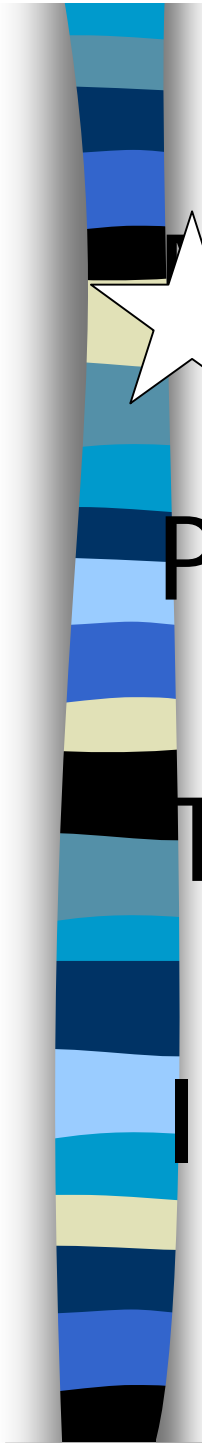


NHS MODERNISATION AGENCY  
FRAMEWORK

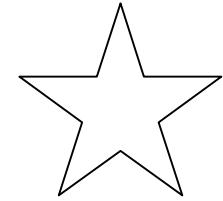
NTA "OPENING DOORS"

**IMPROVES EFFICIENCY**

**USING EXISTING RESOURCES**



★ MOVE FROM  
PARTNERSHIP  
TO  
INTEGRATION





**NHS TRUST**

**CAIS**

**SOCIAL SERVICES**

**LOCAL AUTHORITY**

**PROBATION**

**POLICE**

**GPs & LHBs**

**COMMUNITY**

**PHARMACY**

**NACRO**

**P2WORK**

**HOUSING**

**EDUCATION**

**Duke OF Edinburgh**

**DAWN**

**MANY OTHERS**





**WE HAVE**

**PROPOSALS**

**TO INTEGRATE**

**HEALTH, SOCIAL CARE**

**CRIMINAL JUSTICE SERVICES**



ONE STOP SHOP

(HECTOR'S HOUSE)



# QUICK ACCESS

HOLISTIC ASSESSMENT

OPTIMUM DOSE TREATMENT

DAILY, SUPERVISED, ADMINISTRATION OF  
ORAL MEDICATION

EFFECTIVE DOSE TITRATION



**COMMUNITY DETOXIFICATION**

**INTERGRATED SOCIAL CARE**



WHY CHANGE ?



**IMPROVE SERVICE EFFICIENCY**

**MODERNISE SERVICE PROVISION**

**IMPROVE RISK MANAGEMENT**

**HAVE SOUND EVIDENCE BASE**



# SERVICE USERS / CARERS

■ IDENTIFIED POINT OF ACCESS

■ QUICK ACCESS TO SERVICE

■ 6 DAYS A WEEK

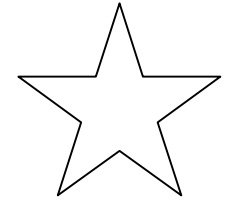
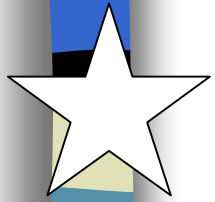
■ SEEN EVERY DAY



# OTHER DEVELOPMENTS

- SUPPLEMENTARY PRESCRIBING
- PGDs - PSDs,
- HEP B VACCINATIONS
- HEP C TESTING
- GENERAL HEALTH CARE - DENTAL CARE
- INCREASED CARE CO-ORDINATION
- IMPLEMENT CPA - UNIFIED ASSESSMENT





**ALCOHOL**



**HEALTH PROBLEMS**



**HEALTH NEEDS**

**ARE AS IMPORTANT**

**CRIME & DISORDER NEEDS**



**LETS NOT GET**

**DISTRACTED**

**BY BINGE DRINKING**



**25% - 30%**

**HOSPITAL ADMISSIONS**

**RELATED TO ALCOHOL**



# REVIEW SMAT PROCESS



COMPARED TO OTHER

HEALTH AND SOCIAL CARE

PROVISION



OVERLY BEAUROCRATIC

LACK OF BASIC KNOWLEDGE ON  
TREATMENT ISSUES

POST CODE SERVICES



THE EXPERT KNOWLEDGE

IS WITH

SERVICE PROVIDERS





MORE USE OF

REGIONAL ADVISORS



**SET REGIONAL TARGETS**

**COMMISSION REGIONAL SERVICES**

**REPORT TO REGIONAL OFFICE**



AN EXAMPLE:

MIDWIFERY SERVICE

6 INVOICES AND PROGRESS  
REPORTS QUARTERLY TO 6 SMATs

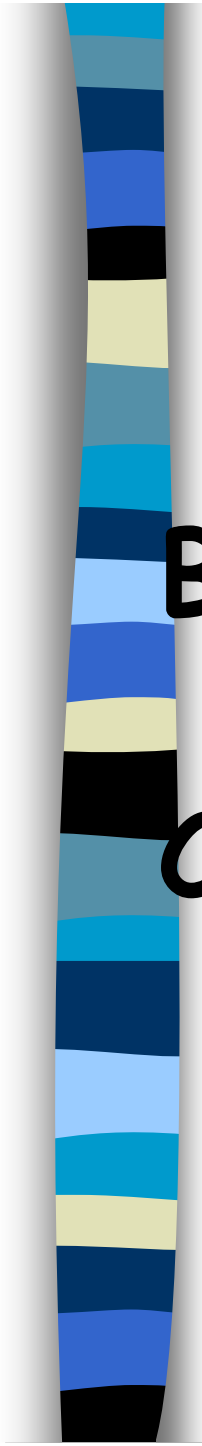
THERE IS A NEED FOR A REGIONAL  
OVERVIEW / REPORTING PROCESS

ON A POSITIVE NOTE

WE ARE GRATEFUL FOR THE FUNDING  
MADE AVAILABLE,

SERVICES ARE IMPROVING

USERS WILL GET A BETTER SERVICE



**BUT WE SHOULD NOT BE  
COMPLACENT**



## IN SUMMARY

PROCESS MAPPING

INTERGRATE SERVICES

ALCOHOL & HEALTH

REVIEW SMAT PROCESS