

# **Surrey Integrated Substance Misuse Treatment Service : Detoxification Consultation**

## **Consultation Feedback and responses to online questionnaire (Surrey Says)**

8 June 2018



# DETOXIFICATION CONSULTATION FEEDBACK

## We asked

From 1 July 2018, there are changes to how drug and alcohol detoxification is provided in Surrey. Inpatient services are moving out of Windmill House and a greater range of treatment options in the community is being offered. Access to inpatient services is being offered out of county.

We provided details on the current home and community detoxifications and a new service, ambulatory detoxification (where people attend a clinic every day to receive detoxification medication and support), to be offered at two venues across Surrey, and new options for inpatient detoxification i.e. at Bridge House in Kent.

## You said

We had 87 online responses to the consultation survey during the consultation period which ran from 19 March 2018 until 20 May 2018. 56% agreed they had been given enough information to clearly understand the models of delivery, however, they did not feel confident that the changes would suit their needs. In addition we received responses from the four public meetings, attended by 36 individuals, and specific responses from Transform Housing and Ashford and St Peter's Hospitals NHS Foundation Trust.

The main themes were:

- What will replace the **28-day post detoxification structured support “Recovery Programme”** offered at Windmill House? This was identified numerous times as the key to successful recovery.
- Concern around support provision for those who are **detoxifying out of hours** for example during the evening, night time and at weekends
- Concern regarding **increased presentation at other health settings** of people who struggle in the community directly after a detoxification
- How will **impact of the changes be monitored?** (Equality and Impact Report, impact on A&E, GP feedback)
- **Transport support** for:
  - access to ambulatory detoxification
  - travel to the out of county facility - Including travel support for family and carers to support them during detoxification
- Reassurance that **suitability for inpatient detoxification** will continue to be based on clinical need, not financial factors
- More detail of what is offered at Bridge House – including travel information <https://www.kmpt.nhs.uk/services/bridge-house-at-fant-oast-inpatient-detox-unit/7187>
- Clear demand for readable and relevant information for **carers and young carers**
- More involvement for service development with **people who have used detoxification services** and those with lived experience going forward
- Concern about meeting the **need of people with multiple** disadvantages including people with co-occurring conditions i.e. mental health problems and substance misuse
- Are the **ambulatory clinic venues** in the most suitable places?

## We did

Whilst we may not have always been able to fully address every concern, we have listened and will be putting in place a number of measures to mitigate and continue to offer the highest quality detoxification support for people, including:

- Considering how we can **enhance the community support** available during and after detoxification
- Continuing to ensure people are **prepared and supported** for detoxification
- **Planning transport support** to ambulatory and inpatient detoxification for those people with the greatest need
- Discussing with **housing support partners** what could be possible if we worked more closely together
- **Enhancing GP communications** and ongoing feedback
- Producing **clear and informative Carer and Young Carer information** about pathways and treatments
- Continue **communication with people who use detoxification services, those with lived experience, family and carers, and key partners** via [www.healthsurrey.org.uk](http://www.healthsurrey.org.uk), Surrey and Borders Partnership NHS Foundation Trust and Catalyst websites and at further public meetings similar to those we held as part of the consultation
- Planning an **evaluation of the new detoxification options** between July 2018 and March 2019, and a detoxification needs assessment for those who are not engaged with substance misuse treatment services.

**More information including a summary of responses and an updated FAQ is available at** [www.surreysays.co.uk/deputy-ceo/changes-to-detoxifcation-services/](http://www.surreysays.co.uk/deputy-ceo/changes-to-detoxifcation-services/).

### Can I talk to someone to get more information?

If you would like to talk to us and have any questions or queries about the Integrated Substance Misuse Treatment service please contact:

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