

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

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

**8 June 2018**





## 1. Drop-in sessions

We held four drop-in sessions (held in Redhill, Woking, Epsom and Guildford) during the consultation period. These were attended by 36 people.

### Key themes:

- Transport support
- Impact on and working with housing services. Need for increased partnership working, links to housing strategies, working with Borough and District Councils, pathway development
- Panel process for decision making
- Care of those with dual diagnosis
- How does the new service help to remove people from their daily influences?
- Increase of recovery support – using SMART, AA. buddying, peer mentor and volunteering opportunities
- Increased emphasis on social support
- Need for intensive/wrap around support
- More work with service user focus groups
- Increased communications with partners and GPs
- Increased levels of community aftercare
- GPs - understand offer, updates, information packs
- Increase in family, friends and carer support and guidance
- Equality Impact Assessment?
- Crisis line and support
- Overnight support
- Use of Safe Havens
- Workforce reallocation.

## 2. Direct questions/emails

People were able to contact Public Health direct during the consultation.

### Key themes:

- Request the Options Appraisal
- Clarify of the options available to people
- Key workers being unaware of changes
- Offering increased partnership working with Salvation Army
- Concerns about increase of community safety and antisocial behaviour.

### 3. Questionnaire: Total 87 Reponses

**Question:** How would you describe your interest in Substance Misuse Treatment Services?

Option	Total	Percent of All
I use these services now	<u>4</u>	4.598%
I used to use these services	<u>9</u>	10.34%
I care for someone who uses these services	<u>4</u>	4.598%
A family member/friend uses these services	<u>5</u>	5.747%
I am a GP	<u>33</u>	37.93%
I am a substance misuse worker	<u>2</u>	2.299%
I am representing another agency	<u>10</u>	11.49%
I am a local resident	<u>9</u>	10.34%
I am a local councillor	0	0%
Other (please provide information)	<u>11</u>	12.64%
Not Answered	0	0%

Where people provided more information or said 'Other', responses included representatives from housing, mental health, alcohol liaison nurses and NHS England.

Most GP responses were on behalf of their surgery as a whole.

**Question:** Who do you think will be affected by changes to detoxification in Surrey?

**Key themes:**

- Family, friends and carers who are expected to manage/do more
- Referring agencies
- Those not able to attend ambulatory or home detox
- GPs with patients who are motivated and require 'immediate response'
- Complex clients - dual diagnosis, complex health needs, complex social needs
- Rural clients
- Those who need removing from their usual environment to aid success
- Those who would benefit from a controlled environment.

**Question:** How can we support people to be successful in ambulatory detox?

**Key themes:**

- 7 day a week service with increased opening times
- 24 hour phone line
- Crisis response
- Increased access and availability of recovery networks, social support
- Transport support

- Stopping automatic discharges if someone fails to attend
- GP surgeries having a locally enhanced service (and appropriate remuneration)
- Appropriate risk management
- Engagement with partner agencies to offer support (GP/Housing)
- Additional support and awareness of those with complex needs (i.e. mental health, which causes a patient to be fearful of leaving home)
- Increased relapse prevention.

**Question: Do you feel these are suitable locations for ambulatory services?**

**Farnham Road Hospital, Guildford:**

Option	Total	Percent of All
Yes	<a href="#">38</a>	43.68%
No	<a href="#">40</a>	45.98%
Not Answered	9	10.34%

**Wingfield Resource Centre, Redhill:**

Option	Total	Percent of All
Yes	<a href="#">37</a>	42.53%
No	<a href="#">36</a>	41.38%
Not Answered	14	16.09%

**Key themes:**

- Are there going to be penalties for missed appointments?
- Funding and support for travel?
- More locations required
- Farnham Road Hospital is a mental health facility and therefore not appropriate and people cited poor experiences
- Could hospitals be used as hubs/sites?
- Will there be an assessment of failure/dropout rates?

**Question: How can we support people to be successful with a home or community detoxification?**

**Key Themes:**

- Increased wrap around support
- Family/friends/carers support and guidance
- Staffing:
  - Enough time to travel between clients
  - Clients informed of timings/delays/changes
  - Staff should engage with client
  - Sick leave cover
  - Continuity

- Named key worker
- Visits not rushed
- Ensure it is offered across whole of Surrey
- GPs - increased engagement, medications, understanding of process, communications, support required, informed of when client starts
- GPs - offer of quicker access to home detox for when clients are motivated
- 24hr support
- Crisis support
- Increased ongoing care and recovery support
- Client centred – no blame, judgement etc. increased respect, care.

**Question:** What do you think will be the barriers to people accessing the new models of detoxification in Surrey?

Option	Total	Percent of All
Locations for ambulatory detoxification	<a href="#">70</a>	80.46%
Understanding which service might be right for you (or the person(s) you are in contact with)	<a href="#">43</a>	49.43%
Transportation to ambulatory sites	<a href="#">79</a>	90.80%
If an inpatient detoxification is required, being able to stay connected with family, friends and carers in Surrey	<a href="#">63</a>	72.41%
Transportation to an out of County location	<a href="#">72</a>	82.76%
Other - please specify	<a href="#">16</a>	18.39%
Not Answered	4	4.598%

**Key themes:**

- Service thresholds
- GPs requested that this is discussed in more depth at an educational morning
- Is there any evidence to support these changes to ensure success? Or will it result in poorer outcomes?
- Staff:
  - Poor supervision
  - Limited access to consultant
  - Lack of staffing and expertise
- Complex clients (dual diagnosis and complex health needs)
- Those who are homeless, with no access to safe housing before or on completion
- Those who need to be removed from their current environment to a controlled environment away from usual drink/drug behaviours.

**Question:** How would you prefer Surrey County Council and SABP to keep you updated regarding the changes to the delivery detoxification services (please pick two options)?

Option	Total	Percent of All
Discussion with my clinician	<a href="#">9</a>	10.34%
Leaflet	<a href="#">11</a>	12.64%
Letter	<a href="#">11</a>	12.64%
Email	<a href="#">48</a>	55.17%
Text message	<a href="#">4</a>	4.598%
Phone Call	<a href="#">1</a>	1.149%
Social Media	<a href="#">9</a>	10.34%
Website updates	<a href="#">25</a>	28.74%
Notice Board in Substance Misuse Service Locations	<a href="#">7</a>	8.046%
Other - please specify	<a href="#">7</a>	8.046%
Not Answered	14	16.09%

**Question:** Are there other options for detoxification or the support of detoxification that you feel have not been considered?

**Key themes:**

- No Equality Impact Assessment?
- Buddy and mentoring schemes
- Some element of safety net for if this doesn't work?
- Primary care specialist clinics
- Locally enhanced services
- Use of hostels
- Christian support services
- Central government lobbying
- Regional offer
- Outreach and alternative ways of supporting (Skype).

**Question:** I have seen the Frequently Asked Questions (FAQs), Glossary of Terms and Visual Pathways document?

Option	Total	Percent of All
Yes	<a href="#">43</a>	49.43%
No	<a href="#">37</a>	42.53%
Not Answered	7	8.046%

**Question:** Thinking about the following statement, please say to what extent you agree or disagree that:

***“I have been given enough information to clearly understand the reasoning behind the changes to service delivery”***

Quantitative table		
Option	Total	Percent of All
Strongly agree	<a href="#">15</a>	17.24%
Tend to agree	<a href="#">33</a>	37.93%
Neither disagree or agree	<a href="#">18</a>	20.69%
Tend to disagree	<a href="#">7</a>	8.046%
Strongly disagree	<a href="#">10</a>	11.49%
Don't know	<a href="#">1</a>	1.149%
Not Answered	3	3.448%

***“I have been given enough information to clearly understand the models of delivery which will be available from June 2018”***

Option	Total	Percent of All
Strongly agree	<a href="#">11</a>	12.64%
Tend to agree	<a href="#">38</a>	43.68%
Neither disagree or agree	<a href="#">15</a>	17.24%
Tend to disagree	<a href="#">10</a>	11.49%
Strongly disagree	<a href="#">9</a>	10.34%
Don't know	<a href="#">1</a>	1.149%
Not Answered	3	3.448%

***“I feel confident that these changes will suit my (or the person(s) I am thinking of) needs”***

Option	Total	Percent of All
Strongly agree	<a href="#">1</a>	1.149%
Tend to agree	<a href="#">5</a>	5.747%
Neither disagree or agree	<a href="#">10</a>	11.49%
Tend to disagree	<a href="#">15</a>	17.24%
Strongly disagree	<a href="#">49</a>	56.32%
Don't know	<a href="#">3</a>	3.448%
Not Answered	4	4.598%



#### 4. Recommendations:

Full responses from the Programme Board should be provided to:

- Transform Housing
- NHS England Health and Justice Commissioner
- Ashford and St Peter's Hospitals NHS Foundation Trust.

Regular updates should be provided to Clinical Commissioning Groups and GPs.

In our 'You Said, We Did 'report:

- Be clear on all three options available for detoxification (i.e. Home, Ambulatory and Inpatient)
- Commitment to increasing recovery and social support
- Crisis care and support offer
- Family friends and carers support offer
- How we are monitoring changes (Equality Impact Assessment, impact on A&E and impact on GPs)
- Transport support.

#### For 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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