

Clients will be asked to participated in the evaluation process of the service as a means to improve the standard and quality of service provided for people in the Borders area.

Confidentiality

We provide a confidential service to clients. In certain circumstances when there are serious concerns about risk to the client or others including children and then information may be shared with other relevant people.

Advocacy

Borders Independent Advocacy Service

01896 752200

Exploring choices

Helping to be heard

Safeguarding Rights

Complaints

If you have a complaint about any aspect of the service you can talk directly to your nurse/doctor or contact Team Manager on **01896 664430**

Alternatively you can contact:

Complaints Officer

Clinical Governance Support Team

BGH

Melrose

For a copy of this leaflet in

- Another language
- braille
- Audiotape

Please contact 01896 828287

If you require further copies of this leaflet please contact 018696 664430



**Borders
Addictions
Service**

Contact details for other services;

Addaction—01896 757843

Action for Children—01896 750173

**Borders Alcohol Drugs
Partnership— 01835 825900**

The Range
Tweed Road
Galashiels
TD1 3EB

Tel: 01896 664430

Fax: 01896 664431

Borders Addictions Service

The team consists of:

- Team Manager
- 2 GP Specialists in Addictions
- Consultant Clinical Psychologist
- Pharmacist
- Non Medical Prescribers
- Addictions Nurses
- Psychological Therapists
- SBC Support Workers
- Administrative staff

Mission Statement

“We are a specialist addiction treatment service, providing accessible, confidential, person—centered quality interventions. We work in partnership with other services to support the individual on their journey of recovery.

The team offers:

A community based service to anyone 16 years and over who live and have a GP within the Borders area. We strive to deliver a person-centered, needs led approach to care and treatment that respects values and choice; dignity and equality; and promotes recovery.

By working in partnership with service users, carers and multidisciplinary teams/agencies we can encourage positive lifestyle changes, promote safety, and focus on the development of an individual's responsibility in their care and treatment.

Borders Addictions Service offers:

- assessment
- relapse prevention
- harm reduction
- substitute prescription service
- home/inpatient detoxification/assessment for residential rehabilitation
- overdose awareness and prevention/naloxone training
- blood borne virus testing
- vaccinations for Hepatitis B
- sign posting on to other services
- psychological therapies
- substance misuse liaison

How to contact us

Referrals can be made by GP, Social Worker or other agencies.

We also accept self referrals and clients can contact us directly if they wish to find out more information about services.

Our objective is to offer an appointment within three weeks from receipt of referral.

Clients will usually be seen in a nearby NHS Borders premises on a one to one basis. Timing and frequency of appointments will be negotiated between client and staff member. You may wish to bring a family member or friend to your appointment. As we are a teaching placement we regularly have students from nursing, medicine and social work.

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