

Drug and Alcohol Services in Stockton-on-Tees - Professionals

1. Introduction



1. Would you like to tell us about Drug or Alcohol Services?				
Answer Choices			Response Percent	Response Total
1	Drugs		0.00%	0
2	Alcohol		0.00%	0
3	Both		100.00%	7
			answered	7
			skipped	0

2. What areas of impact are you most concerned with?					
Answer Choices	Very important	Somewhat important	Not so important	Not important at all	Response Total
Health	100.00% 7	0.00% 0	0.00% 0	0.00% 0	7
Family	83.33% 5	16.67% 1	0.00% 0	0.00% 0	6
Friends	66.67% 4	33.33% 2	0.00% 0	0.00% 0	6
Other (please give more information in comments below)	50.00% 1	50.00% 1	0.00% 0	0.00% 0	2
				answered	7
				skipped	0
Comments: (3)					
1	30/11/2023 12:22 PM ID: 232839317	One of the issues I come across for addiction is people who are working full time or shift work, time and again we struggle to find choices and option for working people who decide they want to access help or support. AA. And limited appointments with CGL with limited service and the three call no response and yr struck off does not help meaning the person has to start all over again, Trying to juggle family work and social life all contributes to the added pressure of not wanting to access so working people need flexible services that are able to fit with their lives, shift patterns			
2	03/01/2024 10:29 AM ID: 234694908	family to find it easier to be allowed to support loved ones in their treatment programme			
3	03/01/2024 10:56 AM ID: 234696839	the provision of meaningful appointments			

3. Do you know where to signpost an individual for support?

Answer Choices			Response Percent	Response Total
1	If yes, where did you go first?		71.43%	5
1	20/11/2023 11:21 AM ID: 231807488	Adult social care		
2	03/01/2024 09:58 AM ID: 234692614	CGL		
3	03/01/2024 10:21 AM ID: 234694280	carer support bridge, user support CGL		
4	03/01/2024 10:29 AM ID: 234694908	CGL		
5	03/01/2024 10:56 AM ID: 234696839	CGL		
2	If yes, was it helpful?		57.14%	4
1	20/11/2023 11:21 AM ID: 231807488	Yes		
2	03/01/2024 09:58 AM ID: 234692614	YES		
3	03/01/2024 10:29 AM ID: 234694908	minimally		
4	03/01/2024 10:56 AM ID: 234696839	partially		
3	If no, who helped you to find support?		28.57%	2
1	20/11/2023 19:12 PM ID: 231865996	Co worker		
2	30/11/2023 12:22 PM ID: 232839317	Had to do a lot of research but only found AA		
4	If yes or no, where else have you had support from (both good or bad)?		14.29%	1
1	20/11/2023 11:21 AM ID: 231807488	arch very helpful		
			answered	7
			skipped	0

4. Do you know where to signpost friends and family requiring support?

Answer Choices			Response Percent	Response Total
1	Yes		85.71%	6
2	No		14.29%	1
			answered	7
			skipped	0

4. Do you know where to signpost friends and family requiring support?

Comments: (2)

1	03/01/2024 10:29 AM ID: 234694908	no other choice
2	03/01/2024 10:56 AM ID: 234696839	i work at Bridges family and carers service

5. Do you find referral processes straight forward?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	7
1	20/11/2023 11:21 AM ID: 231807488	Yes		
2	20/11/2023 19:12 PM ID: 231865996	No		
3	30/11/2023 12:22 PM ID: 232839317	Not for working people		
4	03/01/2024 09:58 AM ID: 234692614	yes		
5	03/01/2024 10:21 AM ID: 234694280	yes		
6	03/01/2024 10:29 AM ID: 234694908	yes		
7	03/01/2024 10:56 AM ID: 234696839	Referrals to CGL can be difficult, i supported a client to CGL drop in for assessments, staff were busy and client not willing or able to wait, requested an arranged appointment, client had no phone so left my number after 6 days CGL contacted to say form uncomplete and needs redoing, completed form online, email from CGL saying must attend drop in 9.15-11am but only having 9.15-11am is a barrier to many drug and alcohol users		
			answered	7
			skipped	0

6. Is there anything you would like to see improved?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	7
1	20/11/2023 11:21 AM ID: 231807488	Mental health waiting times		
2	20/11/2023 19:12 PM ID: 231865996	Easier signposting and referral		
3	30/11/2023 12:22 PM ID: 232839317	More service open to working people		

6. Is there anything you would like to see improved?

4	03/01/2024 09:58 AM ID: 234692614	Carers to be recognised	
5	03/01/2024 10:21 AM ID: 234694280	view of carers carer exp understood	
6	03/01/2024 10:29 AM ID: 234694908	frequency of appointments family been encouraged to be involved	
7	03/01/2024 10:56 AM ID: 234696839	same day assessment is good	
		answered	7
		skipped	0

7. In your experience what is working well?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	7
1	20/11/2023 11:21 AM ID: 231807488	Recovery support	
2	20/11/2023 19:12 PM ID: 231865996	Professionals are helpful	
3	30/11/2023 12:22 PM ID: 232839317	Nothing for working people	
4	03/01/2024 09:58 AM ID: 234692614	Bridges	
5	03/01/2024 10:21 AM ID: 234694280	comprehensive carer support service	
6	03/01/2024 10:29 AM ID: 234694908	nothing in any meaningful way	
7	03/01/2024 10:56 AM ID: 234696839	some same day assessment options	
		answered	7
		skipped	0

8. Do you think lived experience/peer support groups could help?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	7
1	20/11/2023 11:21 AM ID: 231807488	Yes	
2	20/11/2023 19:12 PM ID: 231865996	Yes	

8. Do you think lived experience/peer support groups could help?

3	30/11/2023 12:22 PM ID: 232839317	No the stigma is huge, fear of an employer finding out or work colleagues	
4	03/01/2024 09:58 AM ID: 234692614	Yes	
5	03/01/2024 10:21 AM ID: 234694280	all ready in place	
6	03/01/2024 10:29 AM ID: 234694908	yes	
7	03/01/2024 10:56 AM ID: 234696839	yes ideally with high level training on top of lived exp	
		answered	7
		skipped	0

9. Do you think people would be more likely to access one-to-one support or groups and why?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	7
1	20/11/2023 11:21 AM ID: 231807488	Yes as it shows visible recovery	
2	20/11/2023 19:12 PM ID: 231865996	Groups, can blend in better	
3	30/11/2023 12:22 PM ID: 232839317	Yes,	
4	03/01/2024 09:58 AM ID: 234692614	Personal choice	
5	03/01/2024 10:21 AM ID: 234694280	both depending on service users needs	
6	03/01/2024 10:29 AM ID: 234694908	1-1, personal importance of individual support	
7	03/01/2024 10:56 AM ID: 234696839	1-1, privacy, stigma, uncomfortable, many substance user groups lack depth and are poorly delivered	
		answered	7
		skipped	0

10. What do you think is the biggest factor in helping to maintain a service users recovery?

Answer Choices		Response Percent	Response Total
1	Open-Ended Question	100.00%	7
1	20/11/2023 11:21 AM ID: 231807488	Lived experience staff and group engagement	

10. What do you think is the biggest factor in helping to maintain a service users recovery?

2	20/11/2023 19:12 PM ID: 231865996	Support	
3	30/11/2023 12:22 PM ID: 232839317	More choices and options in safe spaces until confident enough to maybe attend groups	
4	03/01/2024 09:58 AM ID: 234692614	Input from family	
5	03/01/2024 10:21 AM ID: 234694280	positive support from family quality recovery provided	
6	03/01/2024 10:29 AM ID: 234694908	family support network- appropriate professional service	
7	03/01/2024 10:56 AM ID: 234696839	building positive connection "Rat Park", approach. education, good level not courses for the sake of it, trauma work, trauma informed is fine but quick access to high level counselling is required, good housing, family, employment, career	
		answered	7
		skipped	0

11. Do you think service users would access online support?

Answer Choices		Response Percent	Response Total
1	Would you consider technology for contact with addiction services e.g., Zoom/Skype/Facebook groups?	100.00%	7
1	20/11/2023 11:21 AM ID: 231807488	Yes	
2	20/11/2023 19:12 PM ID: 231865996	Yes	
3	30/11/2023 12:22 PM ID: 232839317	No	
4	03/01/2024 09:58 AM ID: 234692614	no	
5	03/01/2024 10:21 AM ID: 234694280	many service users prefer personal contact	
6	03/01/2024 10:29 AM ID: 234694908	no	
7	03/01/2024 10:56 AM ID: 234696839	some only	
2	If not, why not?	71.43%	5
1	30/11/2023 12:22 PM ID: 232839317	It's easy to sit with a drink while online	
2	03/01/2024 09:58 AM ID: 234692614	most clients don't have access to computers	
3	03/01/2024 10:21 AM ID: 234694280	many carers dont have access to online support	
4	03/01/2024 10:29 AM ID: 234694908	havent go the necessary motivation	








11. Do you think service users would access online support?

5	03/01/2024 10:56 AM ID: 234696839	many lack a phone, even a basic non-smart phone so tech only works for non ocu for example may find it beneficial		
			answered	7
			skipped	0

12. What does a 'good' service look like (e.g. length of time offered, ability to turn up/no appointment, no closed door, continuation of support, additional support i.e. Men's Shed, etc)?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	7
1	20/11/2023 11:21 AM ID: 231807488	Never giving up on the client		
2	20/11/2023 19:12 PM ID: 231865996	No closed doors, flexible scheduling and better communication		
3	30/11/2023 12:22 PM ID: 232839317	Lots of support more choice, more services to choose from and different location maybe outreach to meet working people for a coffe at lunch time		
4	03/01/2024 09:58 AM ID: 234692614	no closed door, continuation of support		
5	03/01/2024 10:21 AM ID: 234694280	non judgemental open door welcoming and understanding		
6	03/01/2024 10:29 AM ID: 234694908	open door regular support family involvement encouragements, out of hours service/appointments		
7	03/01/2024 10:56 AM ID: 234696839	same day prescribing for walk ins, drop in time, continuity of staff to build therapeutic relationships, the therapeutic relationships matter more than the therapy - according to Sarah Galvani and other experts		
			answered	7
			skipped	0

13. In your experience, what do you think is beneficial to support service users to stay strong and focused? Please tick all that apply.

Answer Choices		Response Percent	Response Total
1	Mindfulness 	85.71%	6
2	Reading 	42.86%	3
3	Keeping a diary 	42.86%	3
4	Family 	100.00%	7
5	Friends 	85.71%	6
6	Peer group 	71.43%	5
7	Children 	57.14%	4

13. In your experience, what do you think is beneficial to support service users to stay strong and focused? Please tick all that apply.

8	Exercise		71.43%	5
9	Other (please specify):		28.57%	2
			answered	7
			skipped	0
Other (please specify): (2)				
1	30/11/2023 12:22 PM ID: 232839317	Outreach workers		
2	03/01/2024 10:56 AM ID: 234696839	education, bonding with positive things opportunities		




14. Is there anything else you would like to tell us?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	1
1	03/01/2024 10:29 AM ID: 234694908	regular GP app for ongoing assessments necessary		
			answered	1
			skipped	6





15. Which of the following best describes your ethnic group?

Answer Choices			Response Percent	Response Total
1	Asian/Asian British - Bangladeshi		0.00%	0
2	Asian/Asian British - Chinese		0.00%	0
3	Asian/Asian British - Indian		0.00%	0
4	Asian/Asian British - Pakistani		0.00%	0
5	Asian/Asian British - Any other Asian background		0.00%	0
6	Black/African/Caribbean/Black British - African		0.00%	0
7	Black/African/Caribbean/Black British - Any other Black/Black British background		0.00%	0
8	Black/African/Caribbean/Black British - Caribbean		0.00%	0
9	Mixed/Multiple ethnic group - White and Black Caribbean		0.00%	0




15. Which of the following best describes your ethnic group?

10	Mixed/Multiple ethnic group - any other mixed/multiple ethnic background		0.00%	0
11	Mixed/Multiple ethnic group - White and Asian		0.00%	0
12	Mixed/Multiple ethnic group - White and Black African		0.00%	0
13	White - English/Welsh/Scottish/Northern Irish/British		66.67%	4
14	White - any other white background		16.67%	1
15	White - Gypsy or Irish Traveller		0.00%	0
16	White - Irish		0.00%	0
17	Other ethnic group - Arab		0.00%	0
18	Other - any other ethnic background		0.00%	0
19	Prefer not to say		16.67%	1
			answered	6
			skipped	1





16. Age category

Answer Choices		Response Percent	Response Total	
1	13 - 17 years		0.00%	0
2	18 - 24 years		0.00%	0
3	25 - 34 years		0.00%	0
4	35 - 44 years		33.33%	2
5	45 - 54 years		16.67%	1
6	55 - 64 years		33.33%	2
7	65 - 74 years		0.00%	0
8	75+ years		0.00%	0
9	Prefer not to say		16.67%	1
		answered	6	
		skipped	1	

17. How would you describe your gender?

Answer Choices			Response Percent	Response Total
1	Female		33.33%	2
2	Male		50.00%	3
3	Non-binary		0.00%	0
4	Prefer not to say		16.67%	1
			answered	6
			skipped	1


18. Sexual orientation

Answer Choices			Response Percent	Response Total
1	Asexual		0.00%	0
2	Bisexual		16.67%	1
3	Gay		0.00%	0
4	Heterosexual/Straight		50.00%	3
5	Lesbian		0.00%	0
6	Pansexual		0.00%	0
7	Prefer not to say		16.67%	1
8	Other		0.00%	0
9	Other (please specify):		16.67%	1
			answered	6
			skipped	1



Other (please specify): (1)

1	03/01/2024 10:21 AM ID: 234694280
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19. Religion or beliefs

Answer Choices			Response Percent	Response Total
1	Buddhist		0.00%	0
2	Christian		33.33%	2
3	Hindu		0.00%	0
4	Jewish		0.00%	0


19. Religion or beliefs

5	Muslim		0.00%	0
6	Sikh		0.00%	0
7	No religion		33.33%	2
8	Prefer not to say		33.33%	2
9	Other (please specify):		0.00%	0
			answered	6
			skipped	1
Other (please specify): (0)				
No answers found.				




20. Marital or civil partnership status

Answer Choices			Response Percent	Response Total
1	Single		0.00%	0
2	Married		40.00%	2
3	In a civil partnership		0.00%	0
4	Cohabiting		40.00%	2
5	Separated		0.00%	0
6	Divorced/dissolved civil partnership		0.00%	0
7	Widowed		0.00%	0
8	Prefer not to say		20.00%	1
9	Other (please specify):		0.00%	0
			answered	5
			skipped	2
Other (please specify): (0)				
No answers found.				

21. Carer, disability or long-term health condition? (please select all that apply)

Answer Choices			Response Percent	Response Total
1	Yes, I consider myself to be a carer		16.67%	1
2	Yes I consider myself to have a disability		0.00%	0

21. Carer, disability or long-term health condition? (please select all that apply)

3	Yes, I consider myself to have a long-term health condition		16.67%	1
4	None of the above		50.00%	3
5	Prefer not to say		16.67%	1
6	Other (please specify):		0.00%	0
			answered	6
			skipped	1

Other (please specify): (0)

No answers found.