

West Lothian Community Addiction Service

Patient name: _____

Date: _____

Signature: _____

What you can expect from us

We're here to support you in a safe, respectful, and confidential way. We will:

- **Listen to you** and talk about your treatment options.
- **Offer regular appointments** to review your progress and adjust your care if needed. In these appointments we will make a care plan together that looks at your goals and how we can support you.
- **Monitor prescribed medications** to make sure they are working and for side effects.
- **Organise blood tests** that may be needed for treatment.
- **Offer health checks** including screening for blood-borne viruses.
- **Talk about ways to reduce harm** from alcohol or drug use.
- **Work with your GP and other health professionals** to make sure your care is safe and well-coordinated. This includes reviewing all prescribed medications. Any recommended changes will be discussed with you.
- **Refer you to other services** if you agree it would help. We specialise in support for addictions, but we can help you to connect with the right service for support for other issues.
- **Let you know how to reach us outside your appointments.** We will get back to you as soon as we can but if you ever feel unsafe or are experiencing an emergency, please contact emergency services immediately.
- **Provide naloxone**, a medicine that can help in an emergency overdose situation.
- **Keep your information private**, unless there's a serious risk to you or someone else.
- **Help plan for the future**, including support to prevent relapse.

What we ask from you

To help us support you safely and effectively, we ask that you:

- **Come to appointments** and let us know if you can't make it.
- **Talk with your named nurse** about your medication or appointments.
- **Understand that medication is usually supervised daily at the pharmacy** at first. Changes to this depend on safety.
- **Pick up your medication as prescribed.** If doses are missed, we may need to review you and reduce your dose.
- **Store medication safely**, in a locked box and out of reach of children. Lost or stolen medication may not be replaced.
- **Provide drug screens** so we can prescribe safely.
- **Give at least 28 days' notice if you plan to go on holiday.** We may not be able to provide travel prescriptions if there's ongoing use of non-prescribed drugs.
- **Treat staff with respect.** If there are concerns, we'll talk with you and may need to review your treatment plan.
- **Tell the DVLA** about your condition and medication if you have a driving licence.
- **Know that you can make a complaint** if you're unhappy with any part of your care.

Contact us

Telephone: 01506 282845

Opening hours: 09:00-17:00 (Monday to Thursday), 9:00-4:00 (Friday)

It's OK to Ask

When you understand what's going on with your health, you can make better decisions around your care and treatment.

www.nhsinform.scot/campaigns/its-ok-to-ask/



SCAN ME