

Alcohol and Other Substance Use

Drinking and driving poses a risk of serious injury and death to yourself and other road users. The body takes **ONE** hour to process **ONE** unit of alcohol and **so you may still be over the limit the morning after a night of drinking**. The police sometimes stop early morning drivers.

How would I know that my drinking is a problem?

Answer either yes or no to each of these questions. Over the past year:

1. Have you ever felt you should cut down on your drinking?
2. Have people annoyed you by criticising your drinking?
3. Have you ever felt bad or guilty about your drinking?
4. Have you ever had a drink first thing in the morning to steady your nerves or get rid of a hangover?

If you answered **yes** to **two or more** of these questions, please seek help as you may be at an increased risk of **problem drinking** or **alcoholism**.

If you are physically dependent on alcohol, suddenly cutting down or stopping completely can cause withdrawal symptoms, some of which are potentially life threatening. A planned withdrawal or detoxification with the help of a health professional can help you to stop safely.

Using drugs with or without alcohol

Carries serious risks. **If your night out includes drug use** go to www.talktofrank.com or consider calling **Swanswell** for advice and support.

Where can I get expert information and family support and treatment?

You can talk to your GP, practice nurse or hospital doctor or nurse.

Worcestershire drugs and alcohol treatment and recovery service provided by **Swanswell** at the following contact points

Evesham 01386 423 407

Worcester 01905 721 020

Kidderminster 01562 510 330

Redditch 01527 406 920

Young Peoples service – contact Swanswell

Alcoholics Anonymous 0121 211 0111

www.alcoholics-anonymous.org.uk

Narcotics Anonymous helpline 0300 999 1212

Cocaine Anonymous helpline 0300 111 2285

Drinkline National Helpline 0300 123 1110

Other helpful websites

www.drinksafely.info

www.nhs.uk/livewell/alcohol/

www.drinkaware.co.uk

www.alcoholconcern.org.uk

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day. If you are unable to understand this leaflet, please communicate with a member of staff.

For additional medical advice, if your symptoms or condition worsens:

Contact your GP

NHS 111:

Get help with your symptoms, NHS111:
Information to help you manage your health:

Telephone 111

<https://111.nhs.uk/>
www.nhs.uk

In an emergency telephone 999

Emergency Department (A&E)
Alexandra Hospital
Woodrow Drive
Redditch B98 7UB

Tel: 01527 512030

Minor Injury Unit
Kidderminster Hospital
Bewdley Road
Kidderminster DY11 6RJ

Tel: 01562 513039

Emergency Department (A&E)
Worcestershire Royal Hospital
Charles Hastings Way
Worcester WR5 1DD

Tel: 01905 760743