

Drug users and carers

Users perceptions, guidance for carers etc

Key reading:

"Nothing about us, without us" English user representatives report 2007

IHRA, 2007

The key themes, with recommendations for England, from the 18th International Harm Reduction Conference, held in Warsaw in May 2007. Key points: blood-borne viruses; harm reduction and needle exchange; prison services; sex workers and drug use; service user involvement.

Web: http://www.nta.nhs.uk/publications/documents/nta_nothing_about_us_without_us_irha2007.pdf (PDF)

The NTA's 2006 survey of user satisfaction in England

NTA, 2007

The survey aims to give service users a chance to say how satisfied they were with the services they attended. It is also designed to contribute to the joint NTA and Healthcare Commission improvement reviews, especially the overall score for DAT partnerships. The findings reinforce those of the 2005 survey, but ignore gender and age. They show that service users are on the whole satisfied with their services, view them positively, and feel that they have made a difference to their lives. For the second year running, the factors influencing user satisfaction were as follows: Service users were more satisfied with treatment if they received a comprehensive assessment and were allocated a key worker quickly. Satisfaction was higher if the service user had a care plan. Whenever the care plan was reviewed, satisfaction increased. For many service users, drug use and criminal activity decrease once treatment had been started. Most said that they were treated with respect by drug service staff, pharmacy staff, and, in particular, other service users.

Web: http://www.nta.nhs.uk/publications/documents/nta_nta_user_satisfaction_survey_2005_rb18.pdf (PDF)

Supporting and involving carers

NTA, 2006

Guidance on how to commission consistent, effective and quality services for carers and family members affected by someone else's drug use.

Web: http://www.nta.nhs.uk/publications/documents/nta_supporting_and_involving_carers_sept2006.pdf (PDF)

NTA guidance for local partnerships on user and carer involvement

NTA, 2006

Guidance for commissioners and treatment service providers.

Web: http://www.nta.nhs.uk/publications/documents/nta_guidance_local_partnerships_user_carer_involvement.pdf (PDF)

User perceptions of occasional and controlled heroin use

Joseph Rowntree Foundation, 2005

This study focused on a population of non-dependent and controlled dependent heroin users who saw their use as relatively problem-free. Using in-depth interviews with 51 people and an internet survey of 123 people, researchers explored their experiences of heroin use.

Web: <http://www.jrf.org.uk/knowledge/findings/socialpolicy/0695.asp>

Occasional and controlled heroin use: not a problem?

Warburton H., Turnbull P.J., Hough M. JRF, 2005

This study focused on a population of non-dependent and controlled dependent heroin users who saw their use as relatively problem-free. Using in-depth interviews with 51 people and an internet survey of 123 people, researchers explored their experiences of heroin use.

Download: [Full report](#) (PDF 395KB)

