

Achieve Community Access Clinics

Within Bury, Achieve deliver our core adult substance misuse treatment service from Humphrey House, alongside our partner agencies who provide a range of housing, outreach, in reach and young people's services across Bury. We took our learning from adopting different engagement approaches during the pandemic and reflected that some of our service users find it difficult to attend in person at Humphrey House and that there are many advantages for some people to be seen in venues more local to their own communities.

Achieve responded in late 2022 and developed a pilot for community access clinics in Radcliffe (a high needs area of Bury) at a community venue within the area. Currently there are 108 service users who are regularly being offered appointments at the Radcliffe community access clinic, this equates to approximately 16% of the population being supported by Achieve Bury. The overall aim of the clinics is to reduce inequalities by increasing ease of access to Achieve appointments, supporting service users to engage in their treatment and recovery, as well as reducing stigma. In addition to offering recovery coordinator appointments in these venues, Achieve also offer psychosocial interventions and recovery based education programmes via Intuitive Thinking Skills (an Achieve Partner).

The response since these clinics were set up has been extremely positive from both Achieve staff and service users.

Achieve service users said:

"AC is a great worker, kind and understanding overall "Top man". I live in Radcliffe, the clinic means I have no contact with other users, no pressure"

"Good support and insightful information provided by AC. Radcliffe community clinic is closer to where I live, gets rid of the temptation to go and score in Bury"

"Being able to attend the clinic in Radcliffe means everything to me for a few reasons: main one being able to come and see AC without bumping into other users and the clinic being close for me so I can attend without a mission to Bury. I've been under AC with Achieve since early last year and being able to access the service easily has been a huge help for my Recovery. AC has listened, understood, not judged me once and has been the help I've need to achieve where I am in my recovery up to now. He is a diamond."

Other professionals said:

Since the outreach centre opened, I have received many compliments from the residents suffering from drug and alcohol abuse. As you are aware we are a community supported accommodation who support residents with learning disabilities and mental health. Having a mental health diagnosis can cause much anxiety and when also suffering from drug and alcohol abuse this can be difficult to be able to achieve goals through attending appointments, since the Achieve community clinic opened, we have seen more residents enthusiastic and confident to attend appointments and receive support."

"I can honestly say it has been a pleasure to host you. IS has a professional manner and has integrated with the team well. He has given my team support and I am sure we have also supported you when required. Overall, I am delighted to have this opportunity and I can see the difference it is making to the local community that you are supporting. Long may this continue."

"Having Achieve working out of the office has been extremely useful for not only service users but staff here. Not only does this benefit the service user engagement wise but having his worker here on site for any help is extremely beneficial. Being able to help each other as services together is such a positive and helpful thing for staff and service users."

Achieve staff have said:

"I feel the Achieve Clinic is what the community needed to have an open-door approach to helping individuals overcome drug and alcohol misuse. "

"It's reassuring to receive feedback from service users and know that this approach will help to empower service users to reach their full potential".