



Service users' responsibilities

We expect you to:

General

1. Treat staff with courtesy and respect at all times (reception staff, Swanswell worker, doctor, pharmacy staff etc). Threatening, abusive or violent behaviour will not be tolerated.
2. Keep to the responsibilities within your care plan that you have agreed with your worker (e.g. attending appointments and keeping to medication routines).
3. Attend appointments with your worker – this is necessary to support your treatment. If you don't come to appointments, this may affect your doctor prescribing for you or our ability to continue working with you.
4. Let us know as soon as possible if you can't attend your appointment.

Use of prescribed medication

5. Notify your doctor if there is a problem with your prescription. You should then inform your Swanswell worker.
6. Tell the DVLA you are taking prescribed controlled medication (i.e. methadone or Subutex), if you are a car driver or drive other vehicles (e.g. forklift trucks).
7. Collect your prescription, or attend to take your medication in person, from the named pharmacy. This should be done at the times agreed between you and the pharmacist.
8. Remember that if you are in supervised consumption and you appear intoxicated, the pharmacist may not be able to give you your medication.
9. Keep controlled medication and alcohol stored safely and securely out of the reach of children as a small quantity can be fatal.
10. Remember your medication is for your use only (methadone and Subutex are controlled drugs and are prescribed for the individual only). It is a criminal offence to supply controlled medication to anyone other than the person to whom it is prescribed, as if taken by someone who is not tolerant to opiates (using heroin) this can be fatal.
11. Take responsibility for the safekeeping and use of prescriptions and drugs – if you should lose them or take them other than when you are told to, they may not be replaced.
12. Report any lost medication to the police and your doctor.
13. Not take any drugs other than those prescribed.
14. Comply with drug testing as required, to support your ongoing treatment.