

Hi All

North Yorkshire Horizons has recently received a number of enquiries from partners asking if we are continuing to offer our services following the latest government advice around COVID-19 and so we are contacting you to confirm the following:

- **We remain open** and continue to deliver services to those requiring support.
 - Our opening hours are from 9am to 8pm Monday to Friday via our Single Point of Contact telephone lines.
 - Tel: 01723 330730 – Professionals
 - Tel: 08000 141480 – Service Users
- We will continue to offer **ongoing support** to all of our service users however will be offering telephone appointments where possible and appropriate.
- We have postponed all **group activities and group work** until further notice – both within our Hubs and the community. Service users that would ordinarily attend these groups will be offered ongoing support via telephone appointment.
- Anyone new to our service will be offered a triage and comprehensive assessment appointment via the telephone. **We continue to accept new referrals.** Please contact us directly if you would like to refer anyone for support.
- We continue to work closely with Pharmacies in order to ensure all of our service users who have prescribing needs are supported and cared for safely.
- We are currently contacting all GP surgeries whereby we would ordinarily offer a **Shared Care provision** to discuss individual contingency management plans. We will continue to work with patients accessing this service via telephone appointments.
- We continue to offer a **Needle Exchange and Naloxone service.** It is essential that we continue to maximise our harm reduction interventions wherever possible at this time, including needle exchange, naloxone provision and safe storage advice.

If you have any questions or queries with regards any of the above please do not hesitate to contact us directly on 01723 330730.

Thank you and Warm Regards

Info @ NYH

