Prescribed Drug Dependence 24/7 National Helpline & Website
Components based on Statement of Patients' Needs, in support of local dedicated services

Information giving

Knowledge
- Adverse and withdrawal effects of medications, and how long they can last
- Interactions with OTC medications, supplements or foods
- When medication reviews should be triggered
- Principles and key terms of withdrawal and tapering
- Practical help & tools for withdrawal e.g., how to create smaller doses
- Coping mechanisms
- Signposting to PDD in-person services and alternatives to meds in the patient's area or services to support rehabilitation
- Informed consent processes
- Advocacy processes
- Support for benefit claims

Skills
- Communication / listening
- Navigating between advice and information

Emotional Support

Knowledge
- Understanding of emotional presentation of physiological causes
- How to use key coping / soothing mechanisms
- How to deal with any underlying issues during withdrawal and afterward
- Care plans for regular callers

Skills
- Active listening
- Empathy
- Able to reassure and hold caller's distress
- Discerning issues of agency to enable caller to make own choice
- Supporting breakdowns in relationship between patients and prescriber

Crisis Support

Knowledge
- Understanding of appropriate crisis actions in withdrawal

Skills
- Counselling others through extreme distress / suicidality whilst understanding physiological cause
- Ability to navigate harm reduction options

Medical advice giving

Knowledge
- When to offer advice to stop / taper / reinstate a medication (e.g., experiencing akathisia) followed by confirmation to patient's prescriber
- How to devise tapering plans for both simple and complex withdrawals
- Conducting tapering reviews
- Out of hours information provision to A&E staff to prevent inappropriate medication

Skills
- Navigating ethical protocols with prescribers

Information support - Knowledge base / website, information from caller re medications

Prescribed Drug Dependence 24/7 National Helpline & Website
Components based on Statement of Patients' Needs when no dedicated local services exist

Information giving

Knowledge
- Adverse and withdrawal effects of medications, and how long they can last
- Interactions with OTC medications, supplements or foods
- When medication reviews should be triggered
- Principles and key terms of withdrawal and tapering
- Practical help & tools for withdrawal e.g., how to create smaller doses
- Coping mechanisms
- Signposting to any relevant local services and alternatives to meds
- Informed consent processes
- Advocacy processes (incl access to alternative treatments)
- Support for benefit claims

Skills
- Communication / listening
- Navigating between advice and information

Emotional Support

Knowledge
- Understanding of emotional presentation of physiological causes
- How to use key coping / soothing mechanisms
- How to deal with any underlying issues during withdrawal and afterward
- Care plans for regular callers

Skills
- Active listening
- Empathy
- Able to reassure and hold caller's distress
- Discerning issues of agency to enable caller to make own choice
- Supporting breakdowns in relationship between patients and prescriber

Crisis Support

Knowledge
- Understanding of appropriate crisis actions in withdrawal **in absence of local support**
- **Care planning for crisis follow up**

Skills
- Counselling others through extreme distress / suicidality whilst understanding physiological cause
- Ability to navigate harm reduction options

Medical advice giving

Knowledge
- When to offer advice to stop / taper / reinstate / **change dose for a medication** (e.g., experiencing akathisia) followed by confirmation to patient's prescriber
- How to devise tapering plans for both simple and complex withdrawals
- Conducting tapering reviews
- **Handling queries about relapse or new diagnoses being given by own prescriber**
- **Communicating with A&E to prevent inappropriate medicating**
- **Referral on via GP**

Skills
- Navigating ethical protocols with prescribers **including when advice might differ**
- **Communicating with prescribers where possible**

Information support - Knowledge base / website, information from caller re medications