

INFORMATION TO SUPPORT YOUNG PEOPLE EXPERIENCING GAMBLING PROBLEMS

YOUNG PEOPLE ACCESSING GAMBLING SUPPORT SERVICES AND WHAT TO EXPECT

Available Services	Self-Referral Process	Professional Referral Process
<p>NHS National Problem Gambling Clinic – CNWL (Ages 16+)</p>	<ul style="list-style-type: none"> • Visit https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/national-problem-gambling-clinic • Click on the ‘how to refer’ tab located near the bottom and either contact them on 020 7381 7722 leaving a contact number or email gambling.cnwl@nhs.net with a contact number. • Someone will be in touch within 24-72 hours where they will make an estimation of the best service to suit your needs, this may be with us or with other providers. • If you meet the criteria, they will provide you with a referral form to enable you to access the free service. On receipt of that form, they will contact you to book you in for an assessment to create a personalised program. 	<ul style="list-style-type: none"> • Visit https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/national-problem-gambling-clinic • Click on the ‘how to refer’ tab located near the bottom and contact them by email at gambling.cnwl@nhs.net from a secure email address with a brief description of the issue and a contact number for the individual. • The clinic will then get in touch with the patient and you as the professional referrer in due course.
<p>NHS National Centre For Gaming Disorders (Ages 13+)</p>	<ul style="list-style-type: none"> • Visit https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/national-centre-behavioural-addictions • Select the ‘National Centre For Gaming Disorders’ tab. • You can self-refer by emailing ncba.cnwl@nhs.net or by calling 020 7381 7722. 	<ul style="list-style-type: none"> • Visit https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/national-centre-behavioural-addictions • Select the ‘National Centre For Gaming Disorders’ tab. • You can refer as a professional by emailing ncba.cnwl@nhs.net or by calling 020 7381 7722.

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<p>GamCare – BigDeal (Ages 11+)</p>	<ul style="list-style-type: none"> • Visit www.bigdeal.org.uk and go to the ‘get help’ tab located at the top of the page. • You can contact them by calling their Young People Service on 0203 092 6964 (9am-8pm Monday-Thursday; 9am-5pm Friday). Outside these hours, it is best to call the National Gambling Helpline for free on 0808 8020 133 (24 hours, every day). • Or via the 24-hour live chat found on their website. • This service is for young people who are concerned about their own gambling behaviours or that of someone else (family and friends). • Upon receipt of the referral form, someone will contact you and can offer a number of support services, such as a one-off phone call to talk through a worry or a few calls to dig a bit deeper (called a Brief or Extended Brief Intervention) • Self-help tools, like workbooks and online learning • Tailored one to one support with one of our friendly support team. 	<ul style="list-style-type: none"> • Visit www.bigdeal.org.uk, click on the ‘parents and professionals’ tab at the top, select the ‘I work with young people’ button. • Scroll down to the ‘young people’s service section’ and click on the ‘referral form’ button and fill out the form that opens up and then submit.