

GambleAware

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TREATMENT PROVIDER 'WAIT-TIMES' – JANUARY 2018

GambleAware will publish quarterly updates on 'wait-times' for assessment and treatment at GambleAware-funded treatment services.

GambleAware aims to fund services which provide fast and effective treatment and support to those who require it. The National Gambling Helpline offers immediate support via the telephone and online from 8am to 12am, 7 days a week. GambleAware currently commissions a treatment system providing community-based psychosocial interventions for problem gamblers and 'affected others', and a residential rehabilitation service for both men and women with severe gambling problems.

Community based psychosocial interventions include up to 12 weeks/sessions of psychosocial interventions, such as cognitive-behavioural therapy (CBT) or counselling:

- GamCare provide services in London and on-line and via a national network of 'partner' services located throughout Britain;
- CNWL NHS Foundation Trust, National Problem Gambling Clinic provides individual and group work CBT-based treatment to clients with complex needs from across Britain.

The Gordon Moody Association is the sole provider of GambleAware-commissioned residential rehabilitation and provides residential assessment and a 3-month residential programme for men most with the most severe gambling problems in two 9-bed units, and a women's mixed-mode service incorporating both residential and community-based treatment.

During October to December 2017, a total of 2291 clients were referred in to GambleAware-funded treatment services.

GamCare

GamCare received 2023 referrals during October to December 2017. The average waiting time from referral to assessment across the GamCare network was 9 days. If accepted into treatment, the average waiting time for the first appointment offered was a further 12 days. This includes weekends and bank holidays.

CNWL National Problem Gambling Clinic

CNWL National Problem Gambling Clinic received 118 referrals during October to December 2017. The average waiting time from referral to assessment was 39 days. If accepted into treatment, the average waiting time for the first appointment offered was a further 88 days. This includes weekends and bank holidays.

Gordon Moody Association

GMA received 150 referrals during October to December 2017. Given the nature of this service, assessments usually happen as soon as it is possible to arrange a phone call with the client. If accepted into treatment, the average waiting time for entry into the residential service was 42 days. This includes weekends and bank holidays.

Further updates

GambleAware intends to provide regular updates on the waiting times for all funded treatment services. The next update will be published in April 2018.

	No. of clients during October – December 2017	Assessment	Treatment
Local counselling (average across Great Britain)	2023	9	12
Complex care (NHS National Problem Gambling Clinic)	118	39	88
Residential Programmes	150	<3 days	42