

## What about urgent referrals?

In an emergency, please contact the local emergency services in the usual way. We do not operate an emergency system but do accept urgent mental health referrals which should be faxed to us on 01452 894301. Please also telephone to confirm we have received it.

You should make an urgent referral when acute mental health problems give rise to increasing risk behaviours which may result in harm to self or others.

## Further help and advice

If you have any queries, wish to discuss a case, or would like further advice we encourage you to use our Practitioner Advice Line. This is available to all practitioners working with children and young people within Gloucestershire.

The advice line offers prompt consultation regarding any mental health or emotional wellbeing concerns, and provides advice regarding potential referrals.

**Practitioner Advice Line:** 01452 894272  
Monday - Friday 9.00am-5.00pm, excluding bank holidays.

## Contact the Children and Young People Service (CYPS)



**Write to:** Acorn House, Horton Road Gloucester GL1 3PX



**Telephone:** 01452 894300



**Fax:** 01452 894301



**Visit:** [www.2gether.nhs.uk/cyps](http://www.2gether.nhs.uk/cyps)



# Children and Young People Service (CYPS)

Information about referrals

## What does the Children and Young People Service (CYPS) do?

CYPS provide mental health services to children and young people aged 0-18 years and their families/carers that live in Gloucestershire.

We work in partnership with schools, GPs, health and social care and other services supporting children and young people.

## Who can refer to CYPS?

Referrals can be made by any practitioner working with children, young people and their families/carers.

We are not currently able to accept self referrals.

## How do I refer?

Staff working in Targeted Support Teams and GP practices have an identified primary mental health worker (PMHW) in their area.

These PMHWs are available for advice and consultation and may provide some face to face interventions to support other services which are already in place. They also direct referrals to our CYPS Contact Centre.

The Contact Centre consider the referral to see whether the child or young person's current mental health presentation meets our clinical referral criteria.

The Contact Centre manage the referral and pass the case onto the appropriate part of our service. They also makes sure that you, as the referrer, are kept informed of what is happening.

You can make a referral directly to CYPS by writing to:

Children and Young People Service  
Acorn House  
Horton Road  
Gloucester  
GL1 3PX

Please note urgent referrals should be faxed to 01452 894301.

There is also the option of Choose and Book for GPs.



When making a referral to our service please remember to include the following information:

- Full name
- Date of birth
- Full address and telephone number
- GP contact information
- Details of person with parental responsibility
- Is the referral for a looked after child?
- Are they currently subject to any child protection arrangements or under the care of social care services?
- Details of reason for referral - issue or problem
- Your expected outcome of referral

Please include a completed Common Assessment Framework (CAF) if available. If you need any help in making the referral please contact our Practitioner Advice Line on 01452 894272 available Monday to Friday 9.00am-5.00pm, excluding bank holidays.

## What happens next?

All referrals are screened by a clinician. If we feel an alternative to our services would be more beneficial, you will be informed of this in writing.

Children and young people who meet the referral criteria are invited to telephone the service and arrange to attend an initial CHOICE appointment. The referrer also receives a copy of the invite.

After this initial appointment if further work with the child or young person is required they are taken on as a case and allocated a Care Co-ordinator who you are able to liaise with.

If they are not taken on, then you as the referrer receive comprehensive feedback which may include recommendations of alternatives to specialist healthcare - such as signposting to other agencies or using self help material.

