



Young Persons' Wellbeing Service
(YPWS) Medway



From time to time, we find it difficult to cope with daily life.

Do you feel misunderstood, sad, anxious or alone?

Or all of the above?

Whilst these feelings can be normal, you might find that over time, things may get on top of you. It's at times like these, that it helps to talk to someone about your worries and feelings.

That's where we come in.

We are the Medway Young Persons' Wellbeing Service.

We provide emotional wellbeing and mental health support for children and young people like you.

We know that reaching out for help can sometimes be difficult, this is why we are an open referral service.

This means that we will take referrals directly from you or someone else; like your parent, school or other professionals that contact our service.

If you feel like you need to talk to someone you can contact us by telephone, online, by email or speak to a trained professional who will guide and help you to feel better. If required, they can see you in a setting that is suitable for you.

When can we help?

- Do you often find yourself feeling hopeless and tearful?
- Are you finding day to day life difficult to cope with?
- Do you feel overly nervous or worried?
- Do you find your behaviour gets you in trouble?
- Have you become overly worried about your body image or eating habits?
- Have you thought about hurting yourself?

These are just some of the things we can help and support you with. If we feel that our service is not right for your particular need, then we will put you in touch with someone that is able to help you further as we work with a variety of different organisations.

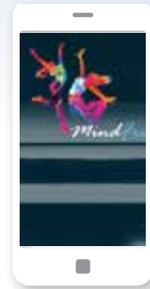
We also provide 24 hour online support as we know that sometimes it helps to be able to talk to someone at any time of the day.



What can I access online?

MindFresh

This award winning app has lots of information and guidance that can help you deal and cope with life's challenges. Further details, along with a host of useful information and links to other organisations who work closely with young people to help them cope with life's difficulties can be found by visiting



nelft.nhs.uk/services-kent-medway

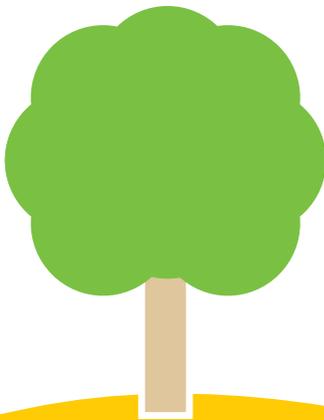


Online
help

How do I access the service?

You or someone on your behalf can contact us directly on [0300 300 1981](tel:03003001981) to make a self-referral or seek advice. Your doctor, school, family member or any other professional can also make a referral on your behalf.

Our Medway service is based in Gillingham. We are happy to meet with you at a location of your choice, this can be at your school, home or even a coffee shop.



How long will I wait to see someone?

Whilst waiting times may vary, we will always aim to see you within 18 weeks.

However, if you find that things are getting more stressful for you whilst you are waiting to be seen, please contact us as soon as possible on 0300 300 1981 so we can provide you with support.

What do I do if I need immediate help?

If you feel like you need help straight away you can take the following steps to ensure you keep yourself safe until we can see you:

- talk to someone you feel comfortable with and trust about how you are feeling so they can help direct you to get the right help.
- you can contact us on 0300 300 1981 24 hours per day, 7 days per week. (Please note that from 6pm on weekdays and 12pm on Saturdays, all calls will be automatically diverted to the NELFT Mental Health Direct support line who are a team of dedicated professionals waiting to take your call.)



Would you like this information in another format?

For copies of this information in a different language, or a different format such as braille, audio or larger print, please contact our equality and diversity team on 0300 555 1201 ext. 65076.

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