



# Tonight's webinar will begin shortly



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**RACGP Membership**

**2022-23**

**Standing together  
for quality care**



**Renew your  
membership now  
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membership](https://racgp.org.au/membership)**



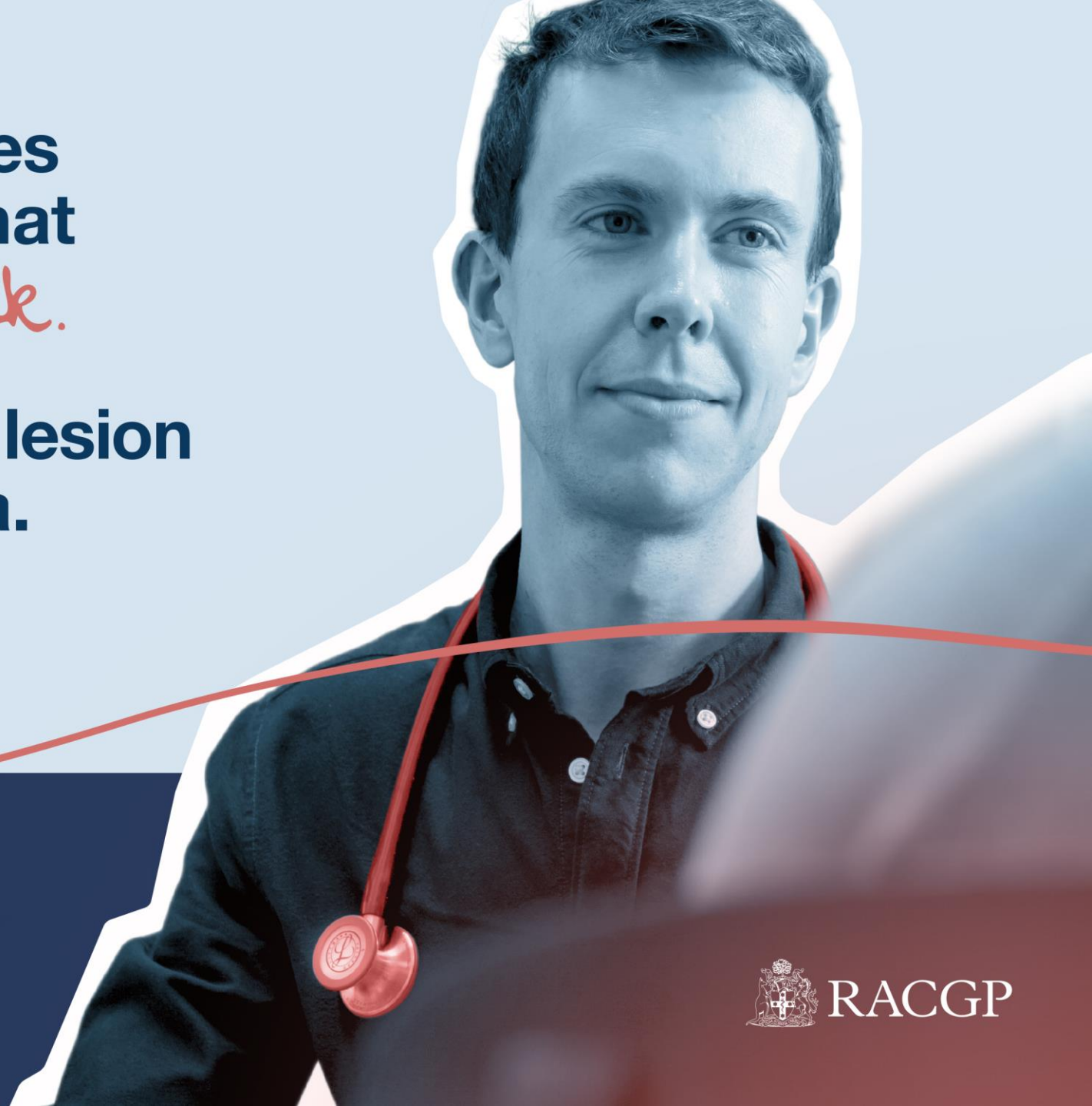
After six years of diabetes  
check-ups, you notice that  
*pigmentation on her cheek.*

You decide to excise the lesion  
and find early melanoma.

General practice – everything  
you've trained for *and more*



become a GP



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# Wonca 2023

*Sydney, Australia*

26–29 October 2023

Find out more at  
[wonca2023.com.au](http://wonca2023.com.au)







# Celebrating 30 years

The Rural Faculty was established in 1992 as the Faculty of Rural Medicine following a resolution by the RACGP Council on 26 April 1992. The first General meeting of the Faculty of Rural Medicine was held during the Annual Scientific Convention at Hilton on the Park in Melbourne in September 1992.

Today RACGP Rural has over 22,000 members including more than 10,000 who are currently living and working in rural and remote Australia. We are the voice of rural GPs and provide education, training and support.

Visit [racgp.org.au/30rural](https://racgp.org.au/30rural)



# 2022 RACGP AWARDS

Recognising excellence  
in general practice

Nominations are now open for the 2022 RACGP Awards. Each year, the Awards celebrate the outstanding achievements of GPs and general practices.

Spread the word to your friends, family and community to nominate a general practice or GP who's gone above and beyond to improve the health of their patients.

**Nominations close Sunday 31 July 2022.**  
Learn more at [racgpawards.org.au](https://racgpawards.org.au)



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25–27 November 2022, Melbourne

#GP22Connect

# Celebrating members

Join your colleagues from across the country to celebrate general practice and arm yourself with the latest industry updates and knowledge.

Visit [GP22.com.au](https://gp22.com.au)







# RACGP Events

## Access RACGP events and on-demand content

The RACGP digital events calendar is where you will find RACGP run events, from online workshops and webinars to podcasts and on-demand content.

Access our digital calendar at [www.racgp.org.au/racgp-digital-events-calendar](http://www.racgp.org.au/racgp-digital-events-calendar)



# **Simplifying and improving your CPD experience.**

**We've made even more improvements to  
your myCPD dashboard to save you time  
and personalise your experience.**

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RACGP | CPD

**2020**

**22**



We will begin in 30 seconds



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# GPBT



# General Practice Business Toolkit

Helping you look after the business side of general practice

Establish, manage and enhance your practice using our new General Practice Business Toolkit.

Build a sustainable business with six easy-to-navigate modules and a brand new set of interactive tools.

- Use the billing calculator to learn how to achieve your financial goals.
- Design your ideal practice layout.
- Set your vision and values and focus on what's important to you as a practice owner.

**TO FIND OUT HOW YOU CAN GET THE MOST OUT OF THE TOOLKIT, VISIT [www.racgp.org.au/gpbt](http://www.racgp.org.au/gpbt)**





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**2023**

**AGPT PROGRAM**

*Broaden your horizons*

**8 AUGUST APPLICATIONS OPEN  
30 AUGUST APPLICATIONS CLOSE**

Download a copy of *Your AGPT Application Handbook 2023* now at [racgp.org.au/agpt](https://racgp.org.au/agpt)



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GP training is funded by the  
Australian Government through  
the Department of Health



We will begin in 15 seconds



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Alcohol and Other Drugs

GP Education Program

Training GPs to help  
people tackle alcohol  
and other drug use



[racgp.org.au/AOD](http://racgp.org.au/AOD)





# *NACCHO–RACGP* *Resource Hub*

Supporting effective and culturally  
safe primary healthcare

Learn more at  
[www.racgp.org.au/cultural-safety](http://www.racgp.org.au/cultural-safety)

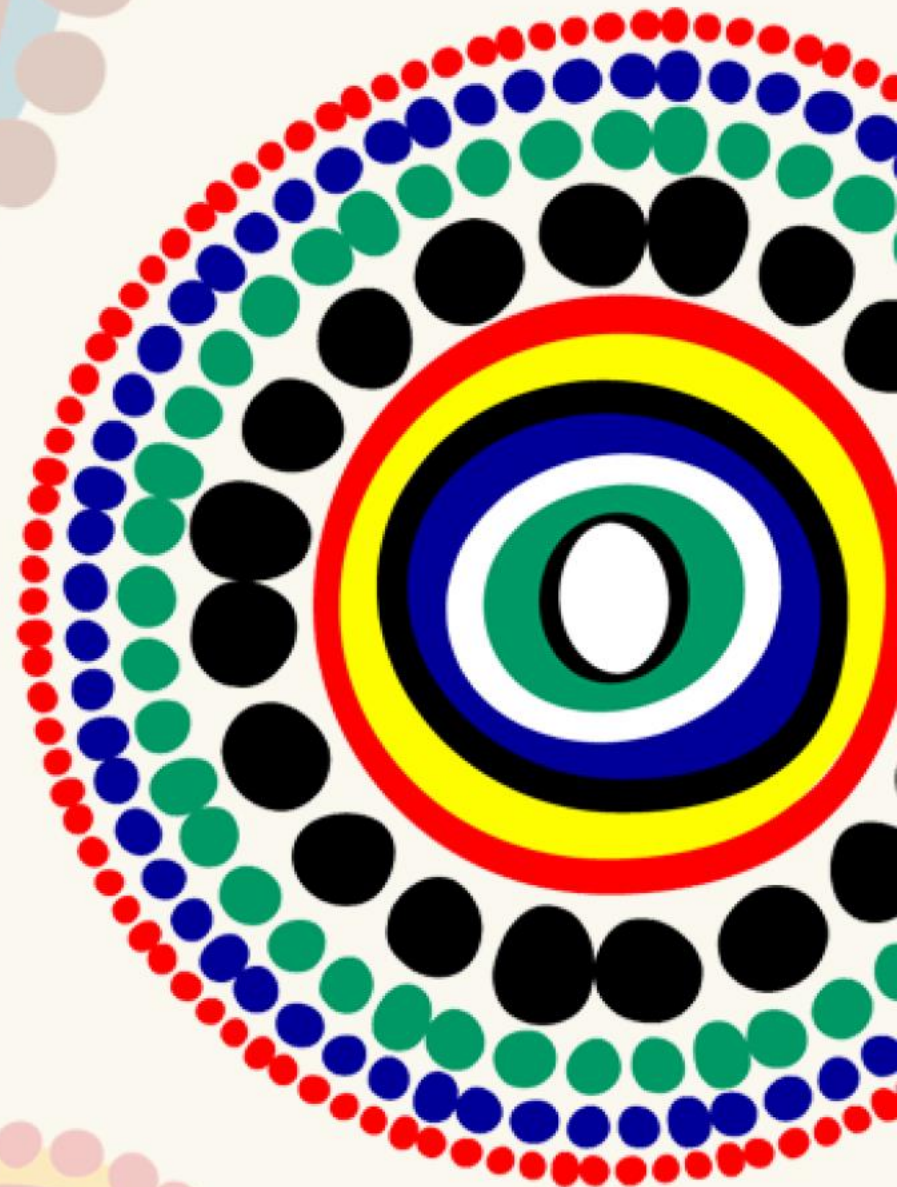


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Royal Australian College of General Practitioners



**NACCHO**





25–27 November 2022, Melbourne

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# Welcome to tonight's webinar



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# Opening the door: How the GP can facilitate conversations with patients facing gambling harm

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# Where is my control panel?

Your control panel will appear as a bar at the bottom of the presentation screen

If you cannot see your control panel, hover your cursor over the bottom of the shared presentation screen and it will appear

Welcome to tonight's webinar

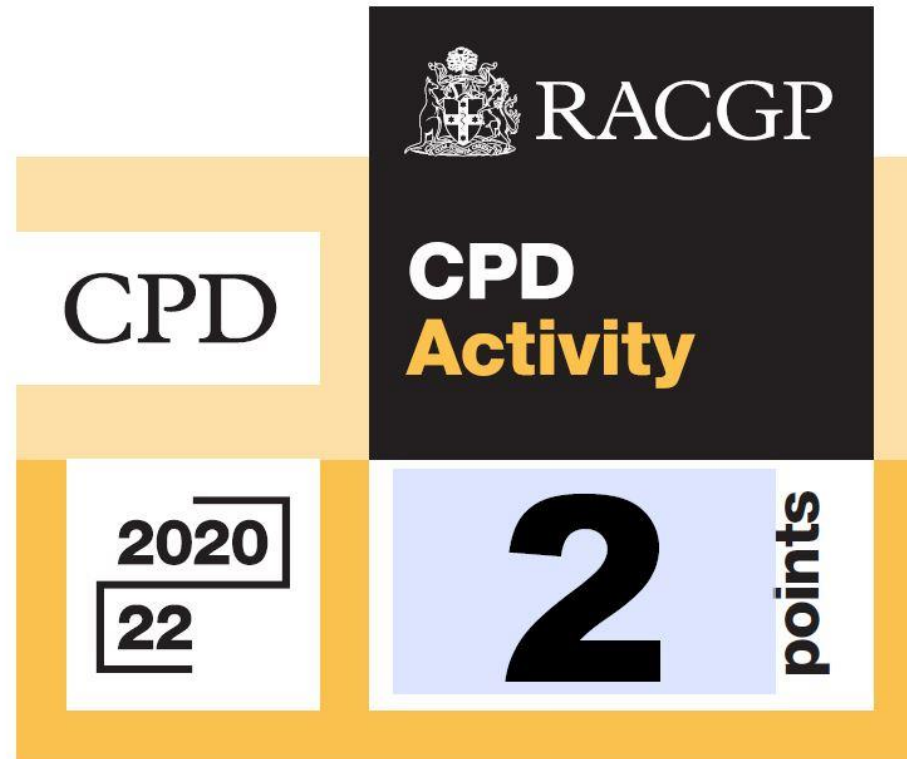


Audio Settings ^

Raise Hand

Q&A

Leave Meeting





# Presenters



**Dr Hester Wilson**

BMed (Hons), FRACGP, FACHAM, MMH, General Practitioner  
Chair,  
RACGP Addiction Medicine Specific Interest Group



**Dr Kate Fennessy**

Senior clinical psychologist  
Clinical lead, *GambleAware* South Eastern  
Sydney



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**RACGP** Specific Interests

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## Acknowledgement of Country

I would like to acknowledge the traditional owners of the lands from where each of us are joining this webinar tonight.

I wish to pay my respects to their Elders part, present and emerging.



# Learning outcomes

1. Outline how to initiate conversations with patients to investigate potential gambling harm and stage of gambling cycle
2. Review motivational interviewing techniques to help facilitate behavioural changes in the patient to mitigate gambling harm
3. Discuss techniques to create safe and therapeutic communications with the patient
4. Identify possible management strategies to assist the patients with problem gambling until specialist care is received



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# Screening for gambling

‘Do you gamble?’

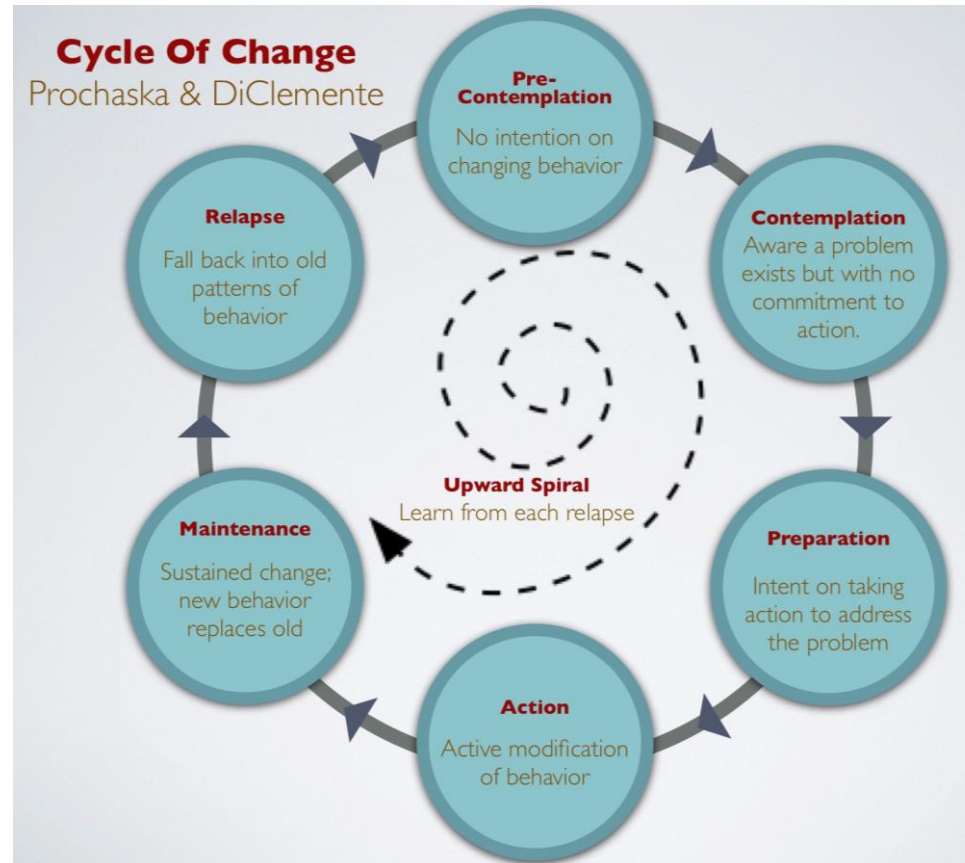
‘Sometimes people turn to drugs, alcohol, or gambling as a way of coping. Would you say any of these have negatively affected you or your family?’

‘Do you do anything that concerns or negatively affects you, such as gambling?’

In the past 12 months, have you had as issue with gambling?



# Cycles of change



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# Examples – what is the stage of change?

Joe; ‘look doc, I’ve been thinking about stopping gambling and I’ve decided that I need to do this now...’

Poll

Pre-contemplative

Contemplative

Preparation

Action

Maintenance

Relapse



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# Examples – what is the stage of change?



Joe; 'look doc, I know I should stop gambling but I really love it, last week I won \$240.'

Poll

Pre-contemplative

Contemplative

Preparation

Action

Maintenance

Relapse



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# Examples – what is the stage of change

Joe; ‘look doc, I used to gamble a lot when I was younger, I’ve changed this and haven’t gambled for a long time, however since I lost my job things have been tight and I’ve been gambling again.....’

Poll

Pre-contemplative

Contemplative

Preparation

Action

Maintenance

Relapse





# Examples – what is the stage of change

Joe; ‘look doc, My wife is concerned about my gambling and I know it upsets her but I really like it, I'm not sure I want to change.....”

Poll

Pre-contemplative

Contemplative

Preparation

Action

Maintenance

Relapse



# Attuning to Stage of Change

Stage of change	Aims
Pre-contemplation	Raise doubt- increase the patients insight into risks and problems, find a way to increase value-based concern
Contemplation	Tip the balance- reasons to change and not to change Strengthen the patients self-efficacy to change and normalise and protect for challenges
Preparation	Help the patient to determine the best course of action
Action	Help the patient to take steps, amplify times they changed course
Maintenance	Identify and use strategies to prevent relapse
Relapse	Help the patient to recover, learn, and renew the stages without getting stuck



# Case study

Joanne is a 49 year old woman

At her last visit, she asked for help with her low mood, as part of your assessment, you asked her about gambling and she disclosed that she was worried about her gambling and that she thought she might need more help. Her husband was upset with her and they had financial issues as a result of her gambling.

You explained that this issue was important, you wanted to help her and that this would need more consultation time. You asked her to make another appointment to talk more about her gambling issues

She returns today.....



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# Motivational Interviewing



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# How do we change?

In order to get to change, we must go through a period of ambivalence

Part of us wants to change, another part wants to stay the same

This is not to be pathologized, it's a normal human process to want two opposing things at once

In addition, patients can spend a lot of time in denial or contemplating change prior to taking steps to address the problem





# Motivation



*People are always motivated for something. Conflict arises when two people are motivated toward different goals. Those two people may be Dr and patient, a parent and child, a wife and a husband, or a counsellor and client. When such conflict arises one person may think of the other as poorly motivated*  
(Miller & Rollnick 2002)

Assessment of motivation includes assessing presence of goals, stage of readiness to change, positive and negative consequences of use, positive and consequences of life without use

# Motivational Interviewing

(Miller & Rollnick 2012)

- Uses a collaborative style, communicating acceptance of, and compassion for where the person is in stage and behaviour
- Guide patients towards building their self-efficacy, and exploring the persons' own reasons for change
- Particularly useful to address the common problem of ambivalence about change
- Attention on the language of change

**Resisting the righting reflex**  
**Understanding the patients' own motivations**  
**Listening with empathy**  
**Empowering the patient**



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# Tools to help patients increase motivation for change

## 1. **Decisional Balance:** Helps patients to evaluate a full map of pros and cons

These can be weighted in importance by using a scale from 1-10

*Not changing: Benefits and Costs*    vs    *Changing: Costs and Benefits*

## 2. **Collapsing Time:** Ask patient how their life will differ in a year (or several years) of gambling vs No gambling

## 3. **Clarifying the big four factors through conversation:**

Reason - Why change,

Goals - What steps they wish to take, if any

Barriers - What might get in the way, and

Intent - What do they think they will do?

Decisional Balance Sheet		
	Disadvantages	Advantages
No Change	Health deteriorates Economic cost of health Can't play with kids Burden on family Continue to feel isolated Low confidence/self-esteem	I won't have to put in so much effort I will have more free time Food and alcohol help me to de-stress I can just be me
Change	Exercise makes me uncomfortable Lots of effort is required Time factor I will only fail again	Improved self-esteem & confidence Feel better More energy for work & life Better mood

# Example questions

1. Why would you want to make this change?
2. How might you go about it in order to succeed?
3. What are the three best reasons for you to do it?
4. How important is it for you to change and why?
5. So what do you think you'll do?

*How important is this change for you? 0-10?*

*How confident are you that you can do this 0-10?*

*What might get in the way and how would you respond to this?*

When there is sufficient engagement, a clear goal, and sufficient motivation then its time to plan!



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# AND... ACTION!

## Tips and tricks for when willpower isn't enough

### Cash

- Asking others look after your money for you
- leaving keycards at home
- locked savings accounts
- throw away your PIN

### Methods

- self-exclusion from venues
- disposal of reminders eg form guide
- Anti-gambling software

### Good Decisions

- staying away from other drugs
- arrange a safe route home after a party
- Prompts and reminders
- Telling important people in your life, and asking for help

### Time

- Stay busy. Fill vulnerable time with something incompatible with gambling
- Try activities which might come some way to meeting the function of the gambling for you



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# Resources

De Almeida Neto, A. C. (2017). Understanding motivational interviewing: An evolutionary perspective. *Evolutionary Psychological Science*, 3(4), 379–389.

Prochaska, J. & DiClemente, C.C. (2005) The Transtheoretical Approach. In Norcross, J.C., Goldfried, M. R (eds.) *Handbook of psychotherapy integration*. Oxford series in clinical psychology (2nd ed.). Oxford University Press, Oxford, New York.

Miller, W. & Rollnick, S (2012). *Motivational Interviewing: Helping People Change* (3<sup>rd</sup> ed). New York, NY: Guildford Press.

Johnson, E.E., Hammer, R., Nora, R.M., Tan, B., Eistenstein, N., & Englehart, C. (1988). The lie/bet questionnaire for screening pathological gamblers. *Psychological Reports*, 80, 83-88.

# Role play



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# Useful links

[RACGP Gambling fact sheet: Essential information for GPs](#)

[Join the RACGP Addiction Medicine Specific Interest Group](#)

## *Webinars*

2021: RACGP and NSW Responsible Gambling - [Gambling harm awareness for general practitioners](#)

2022: RACGP and NSW Responsible Gambling - [Comorbidities, treatment and referral](#)

[Step Up Program - Prochaska and DiClemente's Stages of Change Model](#)

[Motivational Interviewing - Ten Strategies for Evoking Change Talk](#)

[Enhancing Motivation for Change in Substance Use Disorder Treatment](#)

# Q&A

Please type your question into the Q&A box below



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