

NHS services for veterans in England



The purpose of this document is to provide information on dedicated NHS services for veterans and their families.

Life outside of the Armed Forces can be very different and at times challenging. The NHS understands this and is here to support your journey – whether you're due to leave the Armed Forces, recently left or left many years ago.

Across England, the NHS offers a range of specialist veterans mental and physical health services that are provided by people who are either from the Armed Forces community or are highly experienced in working with serving personnel, reservists, veterans and their families.

These experts understand your needs and are committed to getting you the right type of specialist care, support and treatment.



Help the NHS to help you – register with an NHS GP and tell them you've served in the UK Armed Forces

To make sure you're getting the best care and support from the NHS and can access dedicated services for veterans, it's important to register with a GP and let them know you've served. To find your nearest GP practice, visit the NHS website at www.nhs.uk and search for 'Find a GP'.

Give your GP the paperwork your military medical centre gave you, including any medical records

If you've recently left the Armed Forces, make sure you give your NHS GP a copy of your medical records. This will provide your GP with important information on your health and ensure that any ongoing care and treatment is maintained.

Support for Armed Forces families

When someone is unwell, the rest of the family can be affected. The NHS understands this and will help your family get the right care and support. With your permission, they can also be involved in your care plan.

Op COURAGE: The Veterans Mental Health and Wellbeing Service

Specialist care and support for service leavers, reservists, veterans and their families

If you or someone you know is struggling with mental health issues, expert help is available from Op COURAGE: The Veterans Mental Health and Wellbeing Service.

It doesn't matter if you're due to leave the Armed Forces or already left, the service is here for you.

To get help, you can contact the service yourself or you can ask your GP, a charity or someone else, such as a family member or friend, to do this.

The service will arrange for you to have an assessment to make sure you get the right care and support. We know that everyone is different, so the service offers a range of treatment to help take care of your mental health and wellbeing needs.

Op COURAGE: The Veterans Mental Health and Wellbeing Service

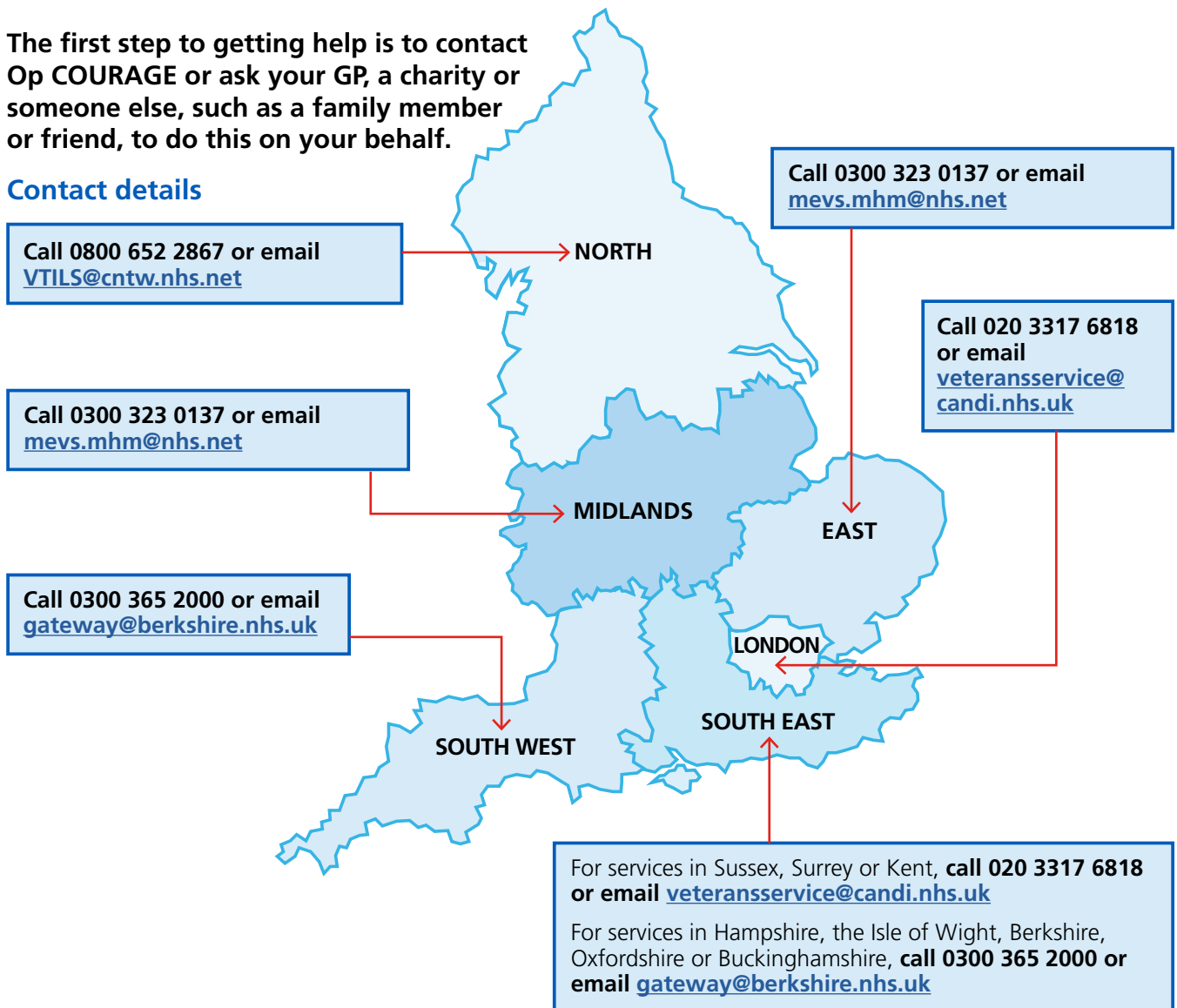
is the new name for the Veterans' Mental Health Transition, Intervention and Liaison Service (TILS), Veterans' Mental Health Complex Treatment Service (CTS) and Veterans' Mental Health High Intensity Service (HIS). The new name has been developed following feedback from veterans and their families to make it easier for those leaving the military and veterans to find help.



How to contact Op COURAGE: The Veterans Mental Health and Wellbeing Service

The first step to getting help is to contact Op COURAGE or ask your GP, a charity or someone else, such as a family member or friend, to do this on your behalf.

Contact details



Urgent and emergency support

If you experience a mental health crisis you can get help by dialling **111**, booking an emergency GP appointment, visiting A&E or calling **999**. If you are still serving, you can call the Military Mental Health Helpline on **0800 323 4444**.

For further information on Op COURAGE: The Veterans Mental Health and Wellbeing Service, visit: www.nhs.uk/opcourage  Follow us @NHSArmedForces

Veterans Trauma Network

The Veterans Trauma Network (VTN) is a collection of NHS Veteran Trauma Centres and specialist units, each with military and civilian medical experts who can help you with your service related physical health problems. These experts will work with you to develop the best clinical plan for your needs.

The aim of the VTN is to get you to the teams who can understand your health needs and deal with them appropriately. Your care will be prioritised on clinical need as would happen with any NHS patient, but in the spirit of The Armed Forces Covenant, no other NHS patient will be disadvantaged by you seeking help.

The VTN will put you in touch with a Veteran Support Worker who will learn about your circumstances – both medical and non-medical. The Support Worker will guide you through the treatment pathway of the VTN, as well as ensuring you are signposted to specialist support available for veterans and their families.

CONTACT DETAILS

- Speak to your GP who can refer you by emailing england.veteranstraumanetwork@nhs.net
- Visit www.nhs.uk/armedforceshealth for more information.

Veterans Prosthetics Panel

The Veterans Prosthetics Panel (VPP) provides funding on a named veteran basis to NHS Disablement Service Centres (DSC) to ensure that veterans who have service related limb loss can access high quality prosthetics regardless of which DSC they attend. To find out more about NHS prosthetics services for veterans, speak to your prosthetist or for more information visit the NHS England and NHS Improvement website www.england.nhs.uk/commissioning/armed-forces/healthcare-for-armed-forces-veterans/#Support-for-disabled-veterans

Veteran friendly GP practices

The Royal College of General Practitioners and NHS England and NHS Improvement are working with GP practices to accredit them as 'veteran friendly'.

A veteran friendly accredited GP practice means that a practice has a dedicated clinician with specialist knowledge of military related health conditions and veterans health services.

Accredited practices should ask their patients if they have ever served in the UK Armed Forces and with the patient's permission, code this in their medical record. This helps GPs to better understand and treat any military related health conditions and where appropriate, refer veterans to dedicated services.

CONTACT DETAILS

- For more information on veteran friendly accredited practices, speak to your GP or email england.armedforceshealth@nhs.net

Veteran aware NHS trusts

A veteran aware accredited NHS trust is a hospital, ambulance or mental health trust, which provides improved care for people who have served in the UK Armed Forces and their families. Being accredited means that an NHS trust is part of the Veterans Covenant Healthcare Alliance.

Veteran aware NHS trusts:

- support the health commitments of the Armed Forces Covenant
- are committed to ensuring veterans experience no disadvantage and are given special consideration where appropriate
- have educated and trained all relevant staff to identify and respond to veterans' needs
- help veterans and their families access extra services that may help them, such as military charities and local services
- support the UK Armed Forces community as an employer.

CONTACT DETAILS

- To find your nearest veteran aware NHS trust, visit [here](#).



To get help from these services, you must:

- be a resident in England and have served in the UK Armed Forces for at least a full day
- be registered with a GP practice in England or be willing and eligible to register with a GP
- provide your military service number or another form of eligibility.

For more information on NHS services for veterans, visit the NHS website at www.nhs.uk/armedforceshealth

 Follow us @NHSArmedForces

When we refer to veteran in this leaflet, we mean anyone who has served for at least one day in the UK Armed Forces, whether as a regular or reservist.

