**Services and support available:**

**A number of specific services are available addressing both the physical, mental and social challenges that veterans may require support with.**

**Veterans may benefit from using the Veterans Gateway, which provides information, advice and support on a range of areas (telephone: 0808 802 1212) and the Big White Wall, which is a free online mental health resource.**

**Veterans' Mental Health Complex Treatment Service (CTS)**

This is an enhanced out-patient service for ex-forces who have military related complex mental health difficulties that have not improved with previous treatment. The service provides a range of intensive care and treatment that may include (but is not limited to) support for drug and alcohol misuse, physical health, employment, housing, relationships and finances, as well as occupational and trauma focused therapies.

Access to the CTS is via the TILS. This ensures that any previous treatment and support has been considered. Once referred to the CTS, the service aims to see patients for their first appointment two weeks after this. They will be supported by a military aware team who will develop a personalised care plan with them, which will include arrangements for crisis care.

Access to both of these services is through the TILS. GPs and patients can contact the service direct (see below) for a referral:

* Midlands or East of England services: call **0300 323 0137** or email [**mevs.mhm@nhs.net**](mailto:mevs.mhm@nhs.net)

**Veterans Trauma Network (VTN)**

Following feedback from veterans, their families and GPs, NHS England has worked with the MOD and key military charities to launch the Veterans Trauma Network, which provides care and treatment to those who have been injured during their time in service.

Located in ten major trauma centres across England (Plymouth, Oxford, London (three centres), Birmingham, Nottingham, Liverpool, Leeds and Middlesborough), the network links with the TILS, CTS and key military charities to provide a complete package of care.

GPs can use a single email (**england.veteranstraumanetwork@nhs.net**) to refer veterans to the service, where they will benefit from specialist care by military and civilian experts..

Patients using the service will have a personalised treatment plan that links to other services where required, such as rehabilitation and mental health, whilst families and carers will be supported to access services they may benefit from.

For more information or to refer a patient, email the **Veterans Trauma Network**

**Prosthetics**

A veterans' prosthetics programme was put into place to implement the key findings of [**A better deal for military amputees**](https://www.gov.uk/government/publications/a-better-deal-for-military-amputees) - <https://www.gov.uk/government/publications/a-better-deal-for-military-amputees> report by Dr Andrew Murrison MP.

Dr Murrison recommended that a small number of NHS disablement centres should provide specialist prosthetic and rehabilitation support to veterans to ensure that they continue to have access to high quality care similar to that which was provided to them whilst they were in the Armed Forces. The following nine Disablement Service Centres (DSCs) were selected to provide this support although veterans are free to attend the NHS DSC of their choice:

* Leicester – Leicester Specialist Mobility Centre, provided by Blatchford Clinical Services on behalf of clinical commissioning groups (CCGs)

**Mobility equipment support**

The Royal British Legion has a Veterans' Mobility Fund, which provides specialist wheelchairs, orthotic equipment and other mobility related items for veterans who have a service related serious physical injury and whose needs cannot be met through statutory services. Eligibility for the fund requires the condition to be attributable to service and typically applicants will be in receipt of a War Pension or relevant award under the Armed Forces Compensation Scheme. To find out more, visit the [**British Legion website**](https://www.britishlegion.org.uk/get-support/financial-and-employment-support/finance/grants/veterans-medical-funds) -<https://www.britishlegion.org.uk/get-support/financial-and-employment-support/finance/grants/veterans-medical-funds>

**The Armed Forces Healthcare Navigator Service**

The Defence Medical Welfare Service (DMWS) provides emotional and practical support to the Armed Forces community when they are on a health care pathway, receiving treatment in hospital, community based health care, or at home.

Assessing, identifying, and addressing welfare and wellbeing issues that are a barrier to recovery or good health and wellbeing, DMWS work with the individual, their family, carers, and health and social care partners, to find solutions and provide onward supported referrals to other organisations for services beyond the scope of DMWS intervention.

DMWS' professional and expert medical welfare service evidences reduction in delayed transfers of care, reduction in frequent attendance at A&E, enables independent living, reduces social isolation, improves wellbeing, and provides a coordinated, holistic approach to accessing the right support, in the right place, at the right time

Veterans can be referred to DMWS or can contact DMWS directly. For more information, visit [**Defence Medical Welfare Service website**](https://www.dmws.org.uk/) - <https://www.dmws.org.uk/>