



Veterans & Families – Listening Project

email: veteransnfamilies@yahoo.com

www.vflp.org.uk



Welcome to our October Newsletter

Hi, hope that the V&F-LP's newsletter finds you well, and ready to go.... Great News... On Monday 11th October, that's right

Monday 11th October 2021 at 10:00 am

V&F-LP will be opening their doors. We'll be open from 10:00 am until 2:00 pm, and for the first hour 10:00 am while 11:00 am complimentary bacon or sausage baps will be available*. Our Well-Being group with Ali is on too at 12:00 pm, how fantastic is that - to actually meet in person...

Please note that you'll NEED to email us:

veteransnfamilies@yahoo.com

Armed Forces Covenant Silver Award 2021 Employer Recognition Scheme



We're so glad you're interested in hearing more from Team V&F-LP, we can't wait to start sharing more exciting news & information with you.



Starting with this month's speaker..... Susan Tilley, Veteran Lead Mental Health

Practitioner, Trust Wide Adult Mental Health Service from Surrey and Borders Partnership NHS Foundation Trust (SABP).

Susan Tilley will be talking about SABP's support package for Veterans, and what's new in the Veteran's community.



with Ali at 12:00 pm

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...IT'S TIME FOR... HOT TOPICS.

So, grab a snack & come-on BACK

In the meantime enjoy some of V&F-LP's favourite articles that our communications team have put together for you in our ever-so thrilling OooOOctober newsletter...

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Look who up dropped-in from South-East Regional Employer Engagement Director AKA SE RFCA.... Andrew Gibbs. We are absolutely privileged to be presented with our Silver Armed Forces Covenant award. TA.... DA... Thank you everybody for all so much your support.

WOW ALERT...WOW ALERT... WOW ALERT



Armed Forces Covenant
#SILVER AWARD 2021



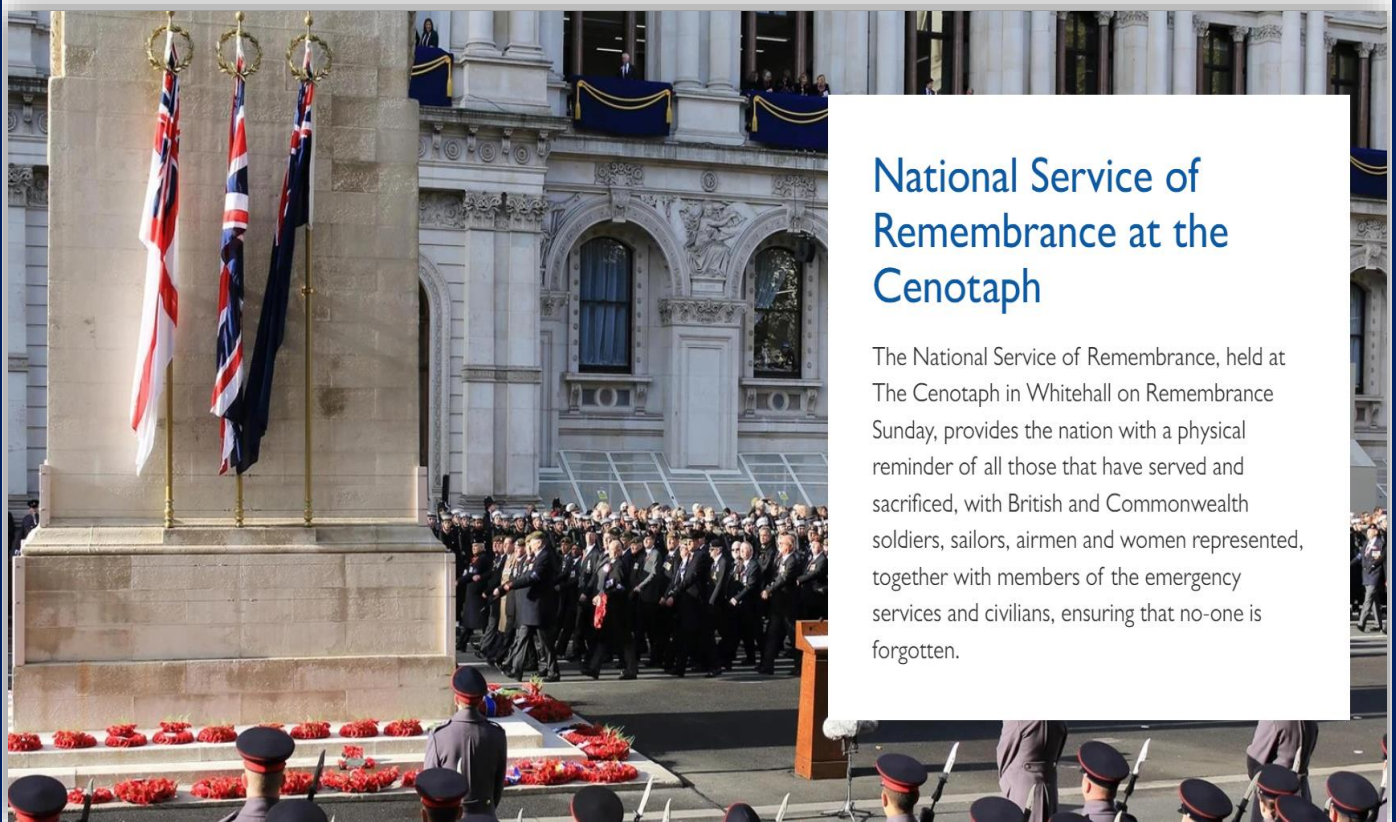
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Remembrance Sunday, which falls on 14 November in 2021, is a national opportunity to remember the service and sacrifice of all those that have defended our freedoms and protected our way of life.

We remember the Armed Forces, and their families, from Britain and the Commonwealth, the vital role played by the emergency services and those that have lost their lives as a result of conflict or terrorism.

Below you can find information concerning the National Service of Remembrance, as well as Remembrance Sunday dates for upcoming years.



National Service of Remembrance at the Cenotaph

The National Service of Remembrance, held at The Cenotaph in Whitehall on Remembrance Sunday, provides the nation with a physical reminder of all those that have served and sacrificed, with British and Commonwealth soldiers, sailors, airmen and women represented, together with members of the emergency services and civilians, ensuring that no-one is forgotten.

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How can I take part in the Cenotaph Parade?

Each year, veterans participate in the March Past. Places to take part in the Cenotaph March Past on Remembrance Sunday 2021 will be allocated through associations. If you are an individual wishing to apply for tickets, please contact your relevant association.

The number of people who can take part in the March Past is limited to 10,000 people due to capacity and the amount of time participants can reasonably be expected to stand.

To achieve fair allocation and wide representation of veterans, RBL will be rigorously applying the eligibility criteria for the March Past. This is an ex-service personnel March therefore family representatives will not be eligible to participate.

We will be bringing forward the application dates and deadlines so that associations will have the opportunity to reapply for tickets in September should the full 10,000 tickets not be used.

If you wish to attend the service as a spectator, further information will be made available in due course on the [website of the Department of Culture, Media & Sport](#).



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Covid-19

Please be advised that we are currently working towards business as usual for the Cenotaph Dispersal on Remembrance Sunday.

We will continue to monitor government advice for mass gatherings to ensure the health and safety of our participants, which remains our priority, and update accordingly.

Should government guidelines necessitate, RBL may need to reduce the number of spaces in the Parade at late notice. Any changes to this event will be communicated via our website.

If you have any queries regarding the Cenotaph Dispersal, please contact the Commemorative Events Team by email at cenotaph@britishlegion.org.uk.



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‘Seek support’, says military husband

A SERVICE spouse is fronting a new campaign urging military families to contact the Officers’ Association (OA) after the charity supported him following the death of his wife in 2011.

Wayne Dye met Sharon in 1998 at the hospital where they both worked and were engaged within three months. Wayne, aged 49 and living in Aldershot, described Sharon as an “extremely enthusiastic and happy sort of person – it was full on or nothing – and very smart.”

Sharon was already a qualified NHS nurse when she decided to join QARANC (Queen Alexandra’s Royal Army Nursing Corps) in 1999 as a commissioned officer. She was an intensive care unit and theatre nurse, rising to the rank of captain. Her military career included several tours of Kosovo and a trip to Africa as part of an ongoing medical aid team to tackle malaria. After serving for nine years Sharon left the Army and went on to work in a GP practice.

He added: “We were two people that loved one another and got on with one another. It was just a joy to get up in the morning, and a joy to go to sleep at night.”

In 2011 Sharon unexpectedly died, after having a seizure, which caused her to fall from a fence at home onto a concrete patio, where she suffered a fatal head injury.

Wayne and their seven-year-old son found Sharon and, despite her being rushed to hospital, she never regained consciousness. Wayne described it as “the worst day of my life.”



Wayne was immediately faced with some major challenges. In addition to the grief, Wayne faced the stresses of suddenly being left as a lone parent and having a reduced household income. He was put in touch with the OA and felt from the start of his phone call to them that the charity wanted to assist him.

The OA initially helped Wayne with a contribution towards the funeral costs and has subsequently provided additional grants to help him with living expenses as well as advice and guidance when needed.

The charity’s grants are awarded to beneficiaries needing financial support, which can be one-off or a regular payment. Regular grants can go towards the general cost of living, as well as care support and one-off payments can cover costs including car repairs, funeral expenses and replacing white goods.

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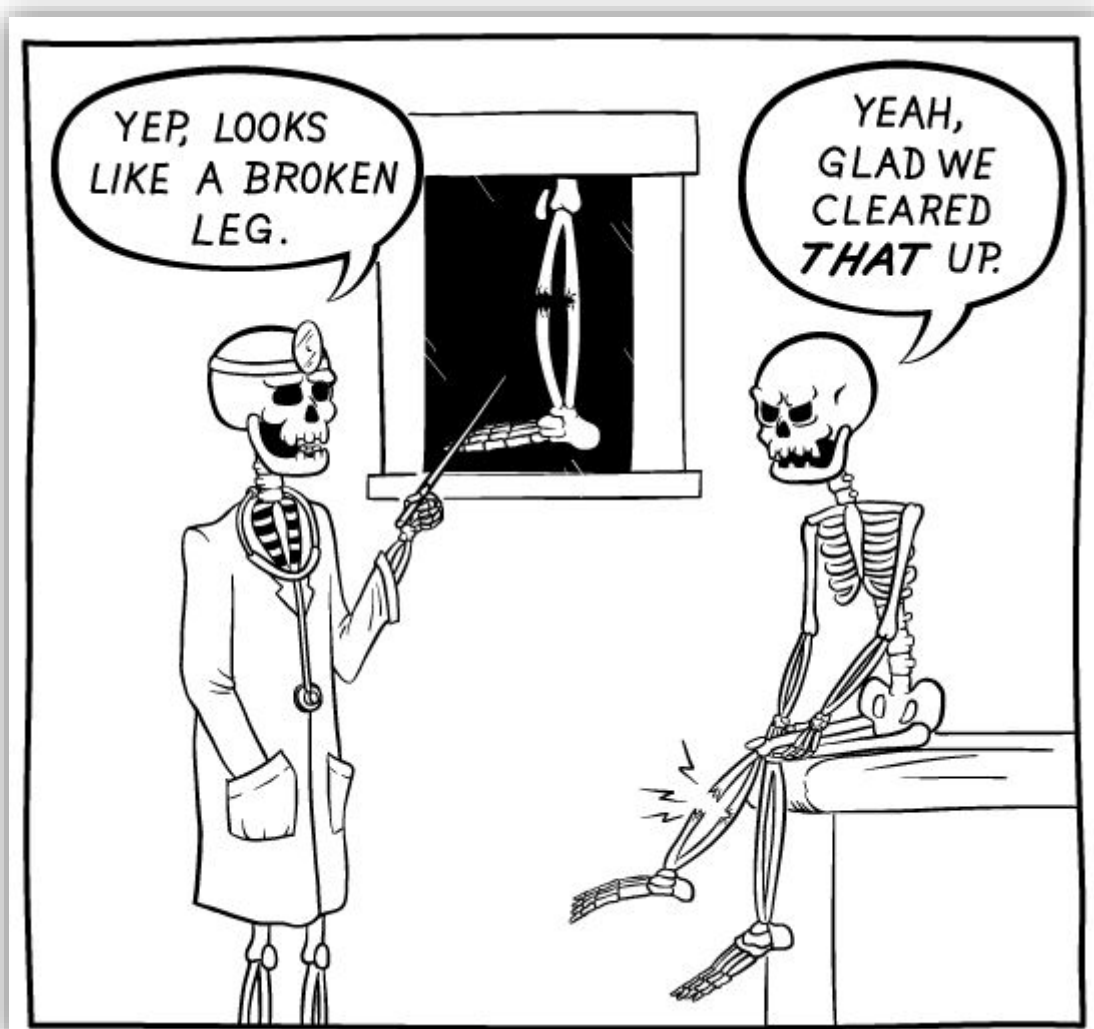
The OA's impact on Wayne's life has been significant, with the financial assistance provided giving him the space to adapt to his own situation.

Wayne said: "Life is much better through the help and support of the OA. Out of everything that they've done, the support that I've received has probably given me more confidence in myself and life in general, and the future. I think that shines through and I think my son has picked up on that, so we've grown closer."

Lee Holloway, chief executive officer at the OA, said: "I am pleased that the OA could help Wayne and his son, and I am grateful that he has allowed us to share his personal experiences, to remind officers and their families that the OA is here to support them in challenging times."

Watch a film featuring Wayne's story at officersassociation.org.uk

REF: www.armyandyou.co.uk/category/news



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V&F-LP is an independent member of ASDIC.
The association of Ex-Service Drop-in Centres.
Linking Veterans' Drop-ins together across the
United Kingdom.



KABUL EXIT SPARKS MENTAL HEALTH FEARS

THE Army's strategic adviser on mental health has called on senior leaders to deliver "not words, but action" to support those distressed by the deteriorating situation in Afghanistan.

Col Tim Boughton said proper coordination and signposting were needed to help serving and former personnel struggling in the wake of the Taliban's resurgence.

As this issue went to press, troops from 16 Air Assault Brigade were trying to ensure the safe evacuation of British nationals and eligible Afghans, while insurgents surrounding Kabul airport looked on.

Amid desperate scenes of people clinging to planes as they took off and women throwing their babies over barbed-wire fences, Col Boughton said he had received numerous messages from troops and veterans talking of their despair.

"People are asking, 'was it worth it, why did I bother, why did I lose my friend, why did my son die?' and some are saying they don't know where to turn," he explained.

"Let's stop just pushing out tweets about how it's okay not to be okay and put something meaningful in place.

"We need to be united on this.

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WARNING TO VETS OF AFGHANISTAN

» "It is an opportunity for the three Services to come together and have a coherent plan that supports not only our serving and transitioning people and their families, but also the ex-military community via the various regimental associations.

"The Army isn't equipped to deliver mental healthcare to the whole cohort of veterans, no matter how much you think it should be, but we can make available to them the tools we have within the serving fraternity – such as OpSmart – and signpost them to credible organisations that can actually make a difference."

Increasing awareness of Op Courage – the Veterans Mental Health and Wellbeing Service – throughout the NHS would also be crucial, emphasised Col Boughton.

Meanwhile, social media channels were flooded with comments from current and former personnel expressing their dismay.

WO2 Rupert Frere (RLC) who completed three tours of Afghanistan between 2009 and 2013 as an Army photographer, said that while he was trying not to dwell too much on the current situation, he acknowledged it would be a trigger for some.

"I've been speaking to a lot of people and many feel frustrated and angry," he added. "With the media pumping stuff out all the time it is going to drag them down, especially if they are feeling low already."

"My personal view is we did what we could out there, but it couldn't go on forever.

"Moving forward we need to reach out to those affected and listen to them, while doing our best to support the Afghan people – I can't imagine what they are going through.

"Everyone who deployed there made a difference in the local communities where they served.

"The schools we opened, the villages cleared of IEDs, the shops opened for women, and the lives we changed in that time – we have to try and hold on to those positives."

The new Army sergeant major, WO1 Paul Carney (RE), urged troops to speak out if they were upset.

"There's always help available in the Service, whether it's about Afghanistan or any other operation or issue," he said. "That's not just now, that's always. But now is the time to talk if you want to."

He also highlighted the resources available via the health and wellbeing page on Defence Connect.

LONELY CALLS

■ NUMBERS of personnel and veterans seeking help for loneliness and isolation saw a big rise during the Covid lockdowns, a military charity has revealed.

SSAFA Forcesline said its staff fielded 65 per cent more contacts from those struggling with these problems compared to the 12 months before the pandemic.

More people also shunned picking up the phone in favour of online services, with use of the charity webchat up 260 per cent.

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Remembrance Day Tour at Brookwood Military Cemetery

Wednesday 10th November, 1100-1300hrs

Join Action for Carers on a tour of Brookwood Military Cemetery, Brookwood, Woking GU24 0JD.

The Cemetery is steeped in military history and a source of countless interesting facts. It is a very peaceful and tranquil place to remember those that have fallen.

Don't forget to wear your Poppy.

To book ☎ call 0303 040 1234, press option 1

✉ or email CSAdmin@actionforcarers.org.uk

www.actionforcarers.org.uk

**Action for Carers
Surrey**
Charity Registration No 1116714

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Get in touch

Call
0300 012 0012 (This number is free to call)
Website
www.wearewithyou.org.uk/mental-health
Email
enquiries@wearewithyou.org.uk

Being part of a group...

We run online courses for people experiencing things like stress, anxiety, low mood, sleep problems, money worries, social anxiety, and difficulties adjusting to long-term health conditions. Weekly group sessions are led by our trained practitioners and based on cognitive behavioural therapy (CBT).

It can be reassuring to know you're not the only one experiencing difficulties. Being part of a group allows you to share advice and support with other people.

We'll work with you to make a change

A free and confidential service to support people with mental health issues.

Free NHS Service

We Are With You mental health services are funded by the NHS and are therefore free to access when support is needed. We're commissioned to deliver Improving Access to Psychological Therapies (IAPT) services in Kent & Surrey.



we are withyou

Access our free, confidential service and talk to one of our trained staff.

We're here to listen – you can tell us as little or as much as you want.

We'll work with you on your own goals, whether that's getting a bit of advice, attending a group programme, or accessing our individual support in person, on the phone, or online.

Who's this service for?

This service is for you if you're:

- 17 or over
- Registered with a GP in Kent or Surrey
- Worried about your mental health

Confidential support

We take your privacy seriously. We will not share information about you without your consent or knowledge.

We work with GPs and the NHS, and will therefore share key information with them in order to join up your care.

What happens when you register for our services?

When registering to our services for the first time, you can choose an assessment appointment at a date and time that suits you.

Before this first appointment, we'll ask you to complete some questionnaires. These help us understand how we can support and help you.

In the first appointment, we'll talk about how you are feeling and the impact your feelings are having on you, so we can get an idea of the support needed. This will take around 45 minutes.

We may also talk about other aspects of your life, for example your work, family support, and how you are feeling in general.

Together we'll agree goals, and discuss with you the best support package for your needs.

This will be based on what you want to achieve and what works best for you.

Talk to us online

Whether you need information for yourself or advice to support a friend or relative our webchat service is here for everyone.

Start a webchat by clicking on the chat button on the bottom right hand side of our website. You can access webchat on your laptop or mobile.

We've used our webchat service to speak to over 11,000 people in need

need to talk?
we are withyou



© WE ARE WITH YOU LIMITED. We're a registered charity in England (2009857) and Scotland (SC040008). We're a registered company in England and Wales (2540217). Registered address: Sate House, 1-3 St. John's Square, London, England, EC2M 4DH

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V&F-LP is an independent member of ASDIC. The association of Ex-Service Drop-in Centres, Linking Veterans' Drop-ins together across the United Kingdom.



CHARITY VOLUNTEERS HELP FIGHT VETERANS' LONELINESS

Loneliness is painfully common in the RAF community. After years of camaraderie in a close-knit community, many find it difficult to adapt to life beyond service, particularly when former colleagues pass on and family members move away.

Connections For Life, an RAF Association initiative, is matching veterans and their dependants in need of a friend with volunteers to ensure that nobody needs to face life's ups and downs alone.

Before receiving help from the Connections For Life service, 82-year-old Ray Brasier of Chelmsford was struggling to know where to turn.

Having seen some distressing sights, including mid-air collisions, during his 23-year career as an RAF crash rescue firefighter, Ray suffers from post-traumatic stress. Being confined to a wheelchair, and living alone, Ray was longing for someone to chat with over the telephone.

His GP got in touch with the RAF Association, and Ray was connected with Teresa Stevenson who had become an RAF Association volunteer in 2019.

Teresa had been keen to help people like Ray since reading one of the charity's volunteer appeal posters in her local supermarket. Three years earlier, she had left her NHS career to move to the USA with her husband and, on returning to the UK, Teresa started looking for flexible volunteering opportunities.

She said: "After seeing the RAF Association's poster, I did some research on their website and thought 'that's me!'".

Having previously volunteered with the RAF Air Cadets while her son was a member, Teresa felt an affinity with the RAF community so she immediately applied to become an RAF Association volunteer.

After some training, Teresa was asked to support Ray and also Joyce, a 92-year-old former WRAF veteran. Teresa now also has regular telephone friendship calls with several other RAF

veterans across the UK, and has undertaken further training that enables her to support people with more complex needs. She said: "It may seem like a lot of volunteering to take on, but it's been a godsend for me during the COVID-19 pandemic. I've gained knowledge and confidence, and it has kept me busy – I feel I'm doing something tremendously worthwhile."

"It's an absolute pleasure learning about the lives of the people I chat with on the telephone, and, more importantly, we're building trust and companionship."

Talking about Teresa's friendship phone calls, Ray said: "This has proved to be a beautiful partnership. I don't have contact with many people, so I'd feel quite isolated without Teresa's calls. I'm very grateful to her and the RAF Association's Connections For Life project."

Launched at the start of the year to encompass all of the RAF Association's friendship services, including those set up in response to the pandemic, Connections For Life is supporting thousands of veterans and their dependants across the UK. Volunteers come from all walks of life and donate varying amounts of time depending on their own circumstances.

More information about volunteering with the RAF Association's Connections For Life initiative is available at: www.rafa.org.uk/connectionsforlife



Connections For Life
Fighting loneliness with friendship

SUMMER 2021
raf-ff.org.uk **ENVOY**

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Virtual Nepalese Conference

Breaking Taboos, Reducing Stigma about Mental Health



Wednesday, 6th October 2021
10.00am to 4.00pm

Via



Keynote Speakers:

- ❖ Julie Gaze, Director of Governance & Planning, SABP
- ❖ Dr Bandana Datta, Clinical Psychologist
- ❖ Dr Chuda Karki, Psychiatrist
- ❖ Dr Charlie Shuttleworth, Consultant Psychiatrist, NEH CMHRS
- ❖ Dr Bijay Bhandari

Workshops:

- ☐ Dementia
- ☐ Wellbeing Practice
- ☐ Talk Plus

Surrey and Borders NHS Partnership Trust invite you to join their virtual conference for the Nepali speaking community.

About this event

Surrey and Borders NHS Partnership Trust Nepalese Conference - 6 October 2021

Breaking the barriers to mental health care

Surrey and Borders NHS Partnership Trust invite you to join their virtual conference for the Nepali speaking community. Register now and you will receive further information and joining instructions nearer the time.

REF: www.eventbrite.co.uk/e/nepalese-conference-breaking-taboos-reducing-stigma-about-mental-health-tickets-169991656621

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In Conversation with Johnny Mercer

 Virtual Event

Wednesday, 3 November 2021, 14:00 to 15:00 GMT



Event Description

Combat Stress holds its annual Armistice Lecture as its contribution to military debate in the UK – join us on Wednesday 3 November at 2pm to hear former Minister for Defence People and Veterans, Johnny Mercer MP, in conversation with Regius Professor of Psychiatry at King's College London, Director of the King's Centre for Military Health Research and Combat Stress Vice President Professor Sir Simon Wessely.

During the free to attend virtual event, discussions will include Johnny's military career, his service to the community as an MP, and his enduring commitment to veterans, especially around military-related mental health issues. The audience is invited to submit questions in advance for Johnny to respond to in our closing Q&A session.

Follow this link for further information: www.giving.give-star.com/event/combat-stress/a-conversation-with-johnny-mercero

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Mind Matter... · 17m

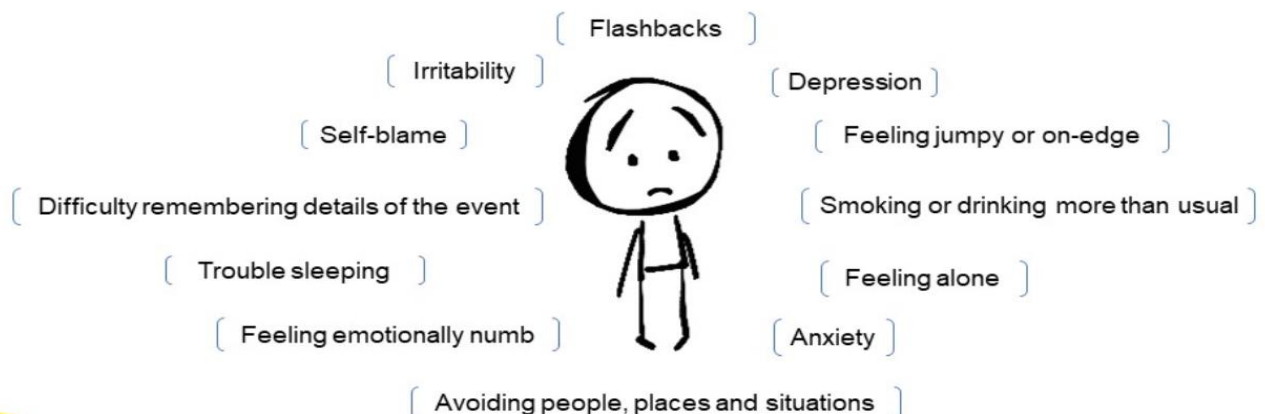
Post-traumatic stress disorder (PTSD) is a type of anxiety disorder which can develop after being involved in, or witnessing traumatic events. If you would like to explore how talking therapies could help, call 0300 330 5450 or visit mindmattersnhs.co.uk #PTSD #Surrey #IAPT



Surrey and Borders
Partnership
NHS Foundation Trust

What is PTSD?

After a traumatic event, it is normal to feel upset. For most people, this distress eases. People with PTSD may find this distress persists long-term. Here are some common symptoms:



Contact us to find out how we could support you

mind
matters

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email: surreyheath.veterans@yahoo.com
www.shvflp.wordpress.com

Veterans & Families Extravaganza

**Open to all Veterans & Families
Wherever they be... Every 2nd Monday
of the month. 10am – 2pm**

Tea & Coffee

Veterans' wellBeing Group

Guest Speakers

Selection of daily newspapers

Guest Agencies/Charities

Support Networks

Commradship



High Cross Church
Knoll Road, Camberley,
Surrey; GU15 3SY

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DIY SOS @... · 18m ·

DIY SOS: The Big Build is coming to Bristol in October, and we need you!

Can you help us? We need support from local trades, volunteers & suppliers.

Please email:
diysosbristol@bbc.co.uk

@SouthmeadDT
@BristolCouncil
@MrNickKnowles



DIY SOS NEEDS YOU!

The BBC One series is coming to do a big build in
SOUTHMEAD, BRISTOL

Trades Day: 6th October 2021

Build Dates: 19th to 27th October 2021

Reveal date: 28th October 2021

Your kind volunteering and donations can help transform 'The Ranch' at Southmead Youth Centre on Doncaster Road, that has sadly fallen into a state of disrepair. With your wonderful help we will attempt to:

- 1- Renovate the existing dilapidated adventure playground and add exciting new features
- 2- Re-build the burnt out 'forest school' shelter and clear the overgrown pond for 'pond dipping'
- 3- Re-style the community youth center for play, to include a new kitchen to help kids with food
- 4- Re-lay the badly damaged basketball/football pitch known as a multi-use games area (MUGA) .

Register today at: diysosbristol@bbc.co.uk



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Discharge planning and support for veterans

Our Veterans Covenant Service can support veterans under the care of our secondary services as they prepare for discharge

Our Veterans Covenant Service will work alongside our secondary care teams to provide veterans with expert and dedicated support as part of their discharge planning. The aim is to ensure the needs of veterans are met and that they receive guidance and support to help them with their continued recovery after discharge.

What does the service offer?

- An individual assessment to identify a person's needs. If the service is appropriate, the person will be invited to attend up to six individual/group sessions offering tailored advice and support. These cover topics, such as: confidence building, goal setting, help with accessing peer support networks and support available for family and dependents. These sessions are currently virtual
- Signposting to other services that can help provide support for unmet needs, spanning health, housing, employment and social care etc.
- A smooth transfer of care from secondary services back to the GP or other services
- An advocacy service to represent a person's interests across healthcare settings.

Who can access the service?

- All those who have served or continue to serve in the Armed Forces, including cadets and reservists, who are under the care of our secondary services
- A person must reside in Surrey or North East Hampshire and be aged 18 and over
- People with cognitive impairment, such as dementia, will be assessed to see if they would benefit from individual sessions but group sessions would not be suitable.

Making a referral

- Only referrals from our secondary care teams will be accepted. Where possible, these should be received 6-8 weeks before a person is discharged
- The referrer will continue to be responsible for co-ordinating the person's care while they are being supported by this service. If a person is being discharged from an inpatient ward, they will need to be under the care of the CMHRS
- To make a referral, email: Veteran.Covenant.Services@sabp.nhs.uk
- To find out more, email: Veteran Lead Mental Health Practitioner: Susan Tilley at Susan.Tilley@sabp.nhs.uk or call 07385 424713.

If you would like this information sheet in another format or language please email leaflets@sabp.nhs.uk or call 01372 216285

Publication reference: SB 00490

Publication date: August 2021



**Come & express whatever emoji you feel,
with THE V&F-LP Team.**
V&F-LP every 2nd Monday of the month 10am-2pm
High Cross Church, Knoll Road, Camberley, Surrey; GU15 3SY

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NHS mental health care for veterans

Mental illness is common and can affect anyone (including serving and ex-members of the Armed Forces and their families). Whilst some people cope by getting support from their family and friends, or by getting help with other issues in their lives, others need clinical care and treatment, which could be from the NHS, support groups or charities.

Within the NHS, there are a range of mental health services that provide different types of care and treatment. This includes dedicated mental health services for service personnel approaching discharge from the British Armed Forces and veterans. By veteran we mean anyone who has served for at least one day in Her Majesty's Armed Forces (regular or reserve).

These dedicated services are called the NHS Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) and the NHS Veterans' Mental Health Complex Treatment Service (CTS).

Both of these services are provided by specialists in mental health who have an expert understanding of the Armed Forces.



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NHS mental health care for veterans

NHS Veterans' Mental Health Transition, Intervention and Liaison Service (TILS)

Accessing the TILS in your local area is quick and easy:

- If you are due to leave the Armed Forces, the TILS will work with the MOD to offer you mental health support through your transition period and beyond.
- Both serving personnel approaching discharge and ex-forces will have a specialist assessment two weeks after the TILS has received your referral. Where appropriate, the TILS will aim to see you for your first appointment two weeks after this. You will be supported by a military aware team who will develop a personalised care plan with you.
- Your assessment may find that other NHS services can provide more relevant support. If this is the case, the TILS will help you access these services, which could include talking therapies or treatment for other conditions, such as eating disorders or psychosis.
- If you have significant mental health difficulties that are military related and have not improved with previous treatment, you will be referred to your local CTS.

NHS Veterans' Mental Health Complex Treatment Service (CTS)

Access to the CTS is via the TILS. This ensures that any previous treatment and support has been considered.

This service provides a range of intensive care and treatment for people with military related complex mental health difficulties, many of whom will have experienced trauma.

Once referred to the CTS, the service will aim to see you for your first appointment two weeks after this.

You will be supported by a military aware team who will develop a personalised care plan with you. This will include arrangements for crisis care.

Accessing NHS mental health services

If you think you or your partner / spouse may be struggling to cope, the NHS Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) and NHS Veterans' Mental Health Complex Treatment Service (CTS) can help.

Access to both of these services is via the TILS. You can contact the TILS direct or ask your GP or an Armed Forces charity to refer you.

Supporting you and your family to live a healthy life

We know that families can be affected when their loved ones are unwell, so where required they will be supported to access local services to help ensure they get the right care and treatment.

With your permission and where appropriate, they will also have the opportunity to be involved in developing your care plan.

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www.facebook.com/VeteransnFamiliesListeningProject



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email: veteransnfamilies@yahoo.com
www.vflp.org.uk

V&F-LP is an independent member of ASDIC.
The association of Ex-Service Drop-in Centres.
Linking Veterans' Drop-ins together across the
United Kingdom.



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NHS Veterans' Mental Health Transition, Intervention and Liaison Service (TILS)

This is a dedicated out-patient service for serving personnel approaching discharge from the Armed Forces and veterans who are experiencing mental health difficulties.

The TILS provides a range of treatment, from recognising the early signs of mental health problems and providing access to early support, to therapeutic treatment for complex mental health difficulties and psychological trauma. Help may also be provided with housing, employment, alcohol misuse and social support.

NHS 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 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.

Accessing NHS mental health care for veterans

Access to both of these services is through the TILS. You can contact the service direct (see below) or ask your GP or a military charity to refer you.

- **North of England** services: call 0303 123 1145 or email vwals@nhs.net
- **Midlands or East of England** services: call 0300 323 0137 or email mevs.mhm@nhs.net
- **London or South East of England** services: call 020 3317 6818 or email cim-tr.veteranstilservice-lse@nhs.net
- **South West of England** services: call 0300 365 0300 or email sc.veterans@nhs.net

To access these services you must:

- be a resident in England and have served in the UK Armed Forces for 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.

Both services work with a range of local organisations, including the wider NHS, charities, housing, employment agencies and social services, to ensure the appropriate support is in place for you and your family.

If you experience a mental health crisis (when you no longer feel able to cope or are not in control of your situation) before being assessed by the TILS and you are not under the care of a mental health team, 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 also call the Military Mental Health Helpline on 0800 323 4444.

It is important to register with an NHS GP and tell them that you have served in the Armed Forces so, where appropriate, you can access these and other dedicated services for veterans.

For more information, visit the NHS website at www.nhs.uk and search for veteran



What Veterans UK does

We provide free support for Veterans and their Families, Including a helpline, Veterans' Welfare Service and injury / Bereavement compensation scheme payments.

Veterans UK is part of the Ministry of Defence

Email: veterans-uk@mod.gov.uk

Freephone (UK only): 0808 1914 2 18

Telephone (overseas): +44 1253 866 043

Normal Service 10.00 am to 3.00 pm Monday to Friday

For more information visit their website:

www.gov.uk/government/organisations/veterans-uk

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Information for people who use services **Veteran Aware NHS Trusts**

June 2020

Surrey and Borders Partnership NHS Foundation Trust is proud to be a Veteran Aware healthcare provider.

Please let a member of staff know if you, or your spouse/partner, have ever served in the UK armed forces so that we can best support your care needs.

Being flagged as a veteran in your NHS medical notes will help ensure you are able to access specific veterans' health services, such as those for mental health, hearing loss, limb amputation and wheelchairs.

All veterans are entitled to priority access to NHS care (including hospital, primary or community care) for conditions associated with their time in the armed forces (service-related).

But this is always subject to clinical need and doesn't entitle you to jump the queue ahead of someone with a higher clinical need.

Improving care for veterans across the NHS

Surrey and Borders Partnership is a member of the Veterans Covenant Healthcare Alliance, sharing and driving best practice in NHS care for people who serve or have served in the UK armed forces and their families, in line with the Armed Forces Covenant.

What you can expect from us

- We support the health commitments of the Armed Forces Covenant.
- We are committed to ensuring no disadvantage and giving special consideration where appropriate.
- We have educated and trained all relevant staff to identify and respond to veterans' needs.
- We also support the UK armed forces community as an employer.



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We work with a range of extra services for the armed forces community and will let you know of and refer you to any that could benefit you, including:

- o NHS Veterans' Mental Health Transition, Intervention and Liaison Service (London and the South East of England) 020 3317 6818
- o The Defence Medical Welfare Service: www.dmws.org.uk
- o the Royal British Legion: www.britishlegion.org.uk
- o SSAFA: www.ssafa.org.uk
- o Combat Stress: www.combatstress.org.uk
- o Help for Heroes: www.helpforheroes.org.uk

What other support is available?

There are many service charities and organisations. The Veterans' Gateway is a first point of contact for veterans and their families. It provides information, advice and support by phone (0808 802 1212), text (81212) and online at www.veteransgateway.org.uk

Our Trust will put you in touch with the organisations best placed to provide information, advice and support – from healthcare and housing to employability, finances and personal relationships.

How could you get involved in the NHS?

The NHS can benefit significantly from the skills and experience you bring from your military training and service. Veteran Aware trusts support the employment of veterans and reservists in the NHS workforce and will be involved either in the 'Employer Recognition Scheme' or the 'Step Into Health' scheme.

Find out more about careers for veterans and reservists in the NHS at www.militarystepintohealth.nhs.uk

Armed Forces Covenant

The NHS is committed to the Armed Forces Covenant, which is a promise by the nation that those who serve or who have served in the UK armed forces, and their families, will be treated fairly. It has two key principles:

- The armed forces community should not face disadvantage compared to other citizens in the provision of public and commercial services.

- Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

You and your family should not be at a disadvantage in accessing appropriate health services; for example, if you are on a waiting list and are moving.

The NHS always prioritises people with the most urgent clinical need. At the same time, we must recognise your health and social needs and act on them. We are working to make sure this happens.

To learn more about the Veterans Covenant Healthcare Alliance and what it means for NHS hospitals to be Veteran Aware, visit: www.improvement.nhs.uk/resources/veteran-aware-hospitals/

We are committed to consistently and continually learning from people who use our services and their families to improve care for all. If you have any feedback or suggestions please contact our Patient Advice and Liaison Service (PALS) at rxx.palsandcomplaintssabp@nhs.net.

For more information on NHS healthcare for veterans, visit the NHS website at www.nhs.uk and search for 'veteran'.

Reference number: SB00457



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Team V&F-LP would like to welcome back THE Candy Crush Catering Crew... They are back and... A.N.D. BIG in demand!!!! They will be ready & waiting with their wonderful hospitality...



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EMPLOYER RECOGNITION SCHEME

SILVER AWARD 2021

Proudly serving those who serve.



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