



### Top tips for getting the right care and support

#### 1 Register with a GP

It is important to register with a GP, rather than wait until you need treatment. Visit the NHS website at [www.nhs.uk](http://www.nhs.uk) to find out details of GP practices in your local area.

#### 2 Tell your GP that you've served in the UK Armed Forces

This will help your GP to better understand any military related health conditions that you may have and ensure that you are referred, where appropriate, to dedicated services for ex-forces.

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

If you've recently left the forces, it is important to do this to help ensure your military health record transfers to your NHS health record. This will give your GP information on your health and ensure that any ongoing care and treatment is continued.

## Ex-forces and struggling with your health?

### The NHS has a range of dedicated services that can help

Did you know that the NHS in England has dedicated services for those who have served in the UK Armed Forces?

Whilst the NHS is available to everyone, including the Armed Forces community, these services offer ex-forces care and treatment for a range of mental and physical health conditions. They are also provided by military and civilian experts to help ensure that you get the very best care by people who understand your health needs and Armed Forces' experiences. As part of this dedicated care and support, these services work closely with a range of organisations and charities, including military charities, to support your wider health and wellbeing needs.

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

The TILS is for both serving personnel approaching discharge from the military and ex-forces with mental health difficulties. The service 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.



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

The CTS is 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.

**To access these services, you need to contact the TILS. You can do this yourself, or ask your GP or a military charity to refer you:**

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



## Veterans Trauma Network

The Veterans Trauma Network (VTN) provides care and treatment to those with a service related physical health condition. Available in specialist health centres across England, the VTN works closely with Defence Medical Services, the TILS and CTS, as well as military charities to provide a complete package of care. Your GP can refer you by emailing [england.veteranstraumanetwork@nhs.net](mailto:england.veteranstraumanetwork@nhs.net).

## Supporting you and your family to live a healthy life

We know that families can be affected when their loved ones are unwell, so the TILS, CTS and VTN will offer to assess their health and wellbeing needs and where appropriate help them to access local services for care and treatment. With your permission and where appropriate, they will also have the opportunity to be involved in developing your care plan.

## Personalised care for veterans

If you have a complex and life-long health condition, you may be eligible for the veterans personalised care programme. This is about making sure you have more choice and control over how your care is planned and delivered. It is based on what matters to you, meaning that you can choose how best to live your life and get the right support to make this happen. This is set out in a personalised care plan which is developed with you and a range of organisations, including health and social care and military charities. As part of this, you may get a personal budget to pay for some

of the care and support you need. You should also get more support in the community and be able to access a range of help, such as emotional and practical support from people who have similar health conditions or disabilities. To find out more, contact your local clinical commissioning group (CCG) or council. Details of your local CCG can be found on the NHS website at [www.nhs.uk](http://www.nhs.uk).

## Making sure you get the best care and support

The NHS has launched veteran aware and veteran friendly accreditation schemes for GP practices and other NHS services. Accredited services:

- demonstrate their commitment to the Armed Forces Covenant
- have a designated veterans lead
- train staff in the health needs of ex-forces
- work with a range of organisations, including the NHS veterans services and military charities
- proactively identify ex-forces to ensure the right care and treatment is provided
- support ex-forces, reservists and their families as an employer.

**You can ask your GP practice or hospital if they are accredited and if not, encourage them to do so.**