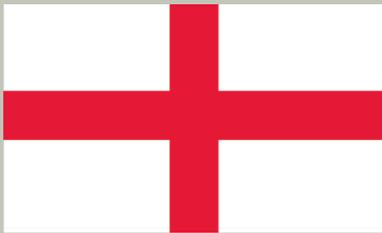




National Healthcare Information and Guidance for Service Personnel

Transition Information Sheet 3



Aim

The aim of this information sheet is to guide Service Personnel and their families to the information regarding healthcare provided outside the Services in England, Scotland, Wales and Northern Ireland. It will provide an overview of the services provided by the NHS to raise awareness and to find the correct service for you whether it be General Practice (GP), Pharmacy, Dental or Emergency/Urgent care.

NHS England, Scotland, Wales and Northern Ireland.

Since 1999, responsibility for health services has been devolved to the administrations in Scotland, Wales and Northern Ireland. The administrations have powers to choose how much money to spend on health services, what their policy priorities should be, and how services should be delivered, as the UK Government does for England. Healthcare delivery across the UK is the same but the process and costs of treatment may vary across England, Scotland, Wales and Northern Ireland.

NHS Services Explained

NHS England's website **NHS Choices**¹ gives an overview of the services provided and how to access them within England. **NHS Scotland**², **Wales**³ and **Northern Ireland**⁴ have their own websites which will help you locate your nearest service minus the explanations. If you would like to read more about each service and what it can do for you in terms of Mental Health, Emergency Care, Pharmacy, GP, Dental and more, please refer to the NHS Choices webpage first before using the regional website.

NHS England⁵

Click on the hyperlink above to find you local service.

The Pharmacy Service⁶ offers prescription and non-prescription medicines, flu vaccinations, blood glucose testing, Chlamydia and allergy screening amongst others. In England prescriptions are not free, the current prices are:

a. Per item	£8.05
b. 12 month prepayment certificate (PPC)	£104.00
c. 3 month PPC	£29.10

NHS 111⁷ is designed to make it easier to access local NHS healthcare services. If you need urgent medical help or advice, but it is not life threatening, you should call 111 not 999.

GP Service⁸ Registering with a GP is probably one of the most important things you will need to do as you transition to civilian life. Do your research of local GP practices as each will offer different services. You can register with a GP prior to your discharge, once you have confirmed where you will live as you will need a local address to register. You must give your F MED 133 'Medical History on Release Form HM Forces' to the practice you register with. If your doctor requires more of your medical information they can request it from:

- Army Personnel Centre, Secretariat Disclosure 3 (Medical), MP 525, Kentigern House, 65 Brown Street, Glasgow, G2 8EX.

Minor Injuries Units (MIUs)⁹ If your injury is not serious, you can get help from a Minor Injuries Unit (MIU) rather than going to an **A&E department**¹⁰. This will allow A&E staff to concentrate on people with more serious, life-threatening conditions and will save you a potentially long wait. MIUs are normally open 24/7 but it is advisable to check in advance. MIUs can treat the following:

- | | |
|---------------------------|---|
| a. Sprains and strains | e. Minor head injuries |
| b. Broken bones | f. Insect and animal bites |
| c. Wound infections | g. Minor eye injuries |
| d. Minor burns and scalds | h. Injuries to the back, shoulder and chest |

Other services available are listed below and can be found at the NHS England link at the start of this section.

- | | |
|----------------------|---------------------|
| a. Mental health | d. Eye Care Service |
| b. Hospital Services | e. Sexual Health |
| c. Dental Service | f. Pathology |



NHS Scotland¹¹

Click on the hyperlink above to find you local service.

The Pharmacy Service¹² offers prescription and non-prescription medicines, flu vaccinations, blood glucose testing, Chlamydia and allergy screening to name a few. **Prescriptions are free for Scottish residents.**

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Other services available are listed below and can be found at the NHS Scotland link at the start of this section.

- | | |
|----------------------|-------------------|
| a. Sexual health | c. Dental Service |
| b. Hospital Services | d. Travel Clinic |



NHS Wales¹⁷

Click on the hyperlink above to find you local service.

Veteran's NHS Wales Veteran's NHS Wales was funded by the Welsh Government in April 2010. Each Local Health Board (LHB) has appointed an experienced clinician as a Veterans Therapist (VT) with an interest or experience of military health problems. This VT will accept referrals from health staff, GPs, veteran charities and self-referrals from ex-Service personnel.

Veteran's NHS Wales is not able to respond to emergency referrals. Veterans in crisis should contact their GP or the Out of Hours Service. There is a Psychiatrist on-call at all Accident and Emergency Units.

The Pharmacy Service¹⁸ offers prescription and non-prescription medicines, flu vaccinations, blood glucose testing, Chlamydia and allergy screening to name a few.

Prescriptions are free for Welsh residents.

NHS Direct Wales¹⁹ may be able to tell you how you can treat yourself at home, or they may recommend seeing a **pharmacist (chemist)²⁰**. If the problem is more serious, you may be advised to see your local doctor or go to the hospital. If the problem is very serious, our advisers can call an ambulance on your behalf.

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| c. Wound infections | g. Minor eye injuries |
| d. Minor burns and scalds | h. Injuries to the back, shoulder and chest |

Other services available are listed below and can be found at the NHS Wales link at the start of this section.

- | | |
|----------------------|-----------------------------------|
| a. Sexual Health | d. Eye Care |
| b. Hospital Services | e. Health and Wellbeing & Support |
| c. Dental Service | f. Social Services |



Northern Ireland Health Service²⁴

Click on the hyperlink above to find you local service.

The Pharmacy Service²⁵ offers prescription and non-prescription medicines, flu vaccinations, blood glucose testing, Chlamydia and allergy screening to name a few. Prescriptions are free for residents and visitors in Northern Ireland.

Out Of Hours GP²⁶. Northern Ireland does not have a dedicated phone number for medical advice like NHS 111 and NHS Direct. Instead they have an out-of-hours GP service which runs from:

- 1800 hrs to when your GP practice opens Monday to Friday
- 24 hrs on Saturday and Sunday
- 24 hrs on Public Holidays

Each area/town has its own number, refer to the Out-Of-Hours GP link at the para 22 for your local service.

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Other services available are listed below and can be found at the following link [search for service³⁰](#):

- | | |
|--------------------|------------------|
| a. A&E | d. Health Centre |
| b. Hospital | e. Optician |
| c. Dental Practice | f. GUM Clinic |

Other information you should know

There are **no daily sick parades** when you leave the Army. If you require a doctor, you must make an appointment and this is likely to be scheduled 3 or more days after calling your GP practice.

Unlike the MRS, you may not be able to collect your prescription on the same day. Some pharmacies may ask you to come back 1 or 2 days later for non-urgent medicines and if you live in England you will be required to pay unless you are exempt.

Waiting times for hospital treatment can be long. This is normal and your GP will explain more if you require treatment.

When making an appointment with your GP by telephone you may wait in a queue to speak to the receptionist or it will be an automated booking system. You should allow yourself enough time to make a booking as it can be a long process. If you feel your condition is important you can ask to speak the practice nurse or GP. If the nurse feels it is important he/she will put you through to the GP. You can ask for a GP telephone consultation and your GP will call you back to discuss your condition. You will need to be continuously available as you won't know when your GP is likely to call.

Electronic Prescription Service (EPS) is an NHS service which gives you the chance to change how your GP sends your prescriptions to the place you choose to get your medicines from. Why is this good for you?

If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop.

You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Mental Health. Your GP is your route to receiving healthcare, both for physical and mental health issues. If you are experiencing mental health issues that you believe are related to your service in the Armed Forces, you can ask your GP to refer you to the Veterans and Reserves Mental Health Programme (VRMHP). This is located at Chilwell, near Nottingham and is open to veterans who have served on operations since 1982. The VRMHP staff, who understand military life, will carry out an assessment of any mental health problems and make recommendations for further treatment. If you wish to speak to someone in the first instance you can ring Combat Stress on 0800 1381619.

Doctors are encouraged to refer any patients who are concerned that their mental health may have suffered as a result of their military service and who fulfil the criteria to the VRMHP. We recommend visiting your GP first to get a referral but self-referrals are accepted:

Veterans and Reserves Mental Health Programme (VRMHP)

DCMH Chilwell

Chetwynd Barracks,

Chilwell, Nottingham. NG9 5HA

Tel: 0800 0326258

Email: [dphc\(e\)-dcmhchl-vmhp@mod.uk](mailto:dphc(e)-dcmhchl-vmhp@mod.uk)

Make The Most of Your GP Appointment

- If you cannot attend (or are going to be late) for your appointment you should inform the GP practice as soon as possible (have their telephone number available).
- Arrive slightly early allowing sufficient time for public transport, rush hour and parking.
- You may have a family member or friend attend your consultation if you wish.
- Let the GP Practice know in advance if you need communication support or require an interpreter.
- Write down all your symptoms and when they arrived in advance of your appointment as it is easy to forget some of the key details during the consultation.
- List any medication you may be on including vitamins and supplements.
- Prepare in advance any important questions that you may have.
- Book any subsequent appointments and tests as soon as possible
- Ensure you understand what is being discussed and question the doctor if you are uncertain on any issue.
- Make and retain notes on what has been discussed and agreed during your appointment.





How much does NHS dental treatment cost?

There are now different NHS charges depending on which part of the UK you live in.

In England and Wales there are three 'bands' of charges, and these cover a course of treatment:

Band one: *England* - £18.50/ *Wales* - £13.00. This payment covers: check-ups and examinations, diagnosis, x-rays, scale and polish, preventive work, and when you need to see a dentist straight away, usually for extreme pain, swelling or excessive bleeding.

Band two: *England* - £50.50/ *Wales* - £42.00. This payment covers fillings, root canal treatment, relining dentures, extractions, and also any treatment you need that comes under band one. For example, if you have an examination and a filling you only pay the band two charges.

Band three: *England* - £219.00/ *Wales* - £180.90. This payment covers complicated work such as crowns, veneers, dentures and bridges. Once again, this payment also covers any treatment that comes under the other two bands. For example, if you have an examination, root canal treatment and a crown, you would only pay the band three charges.

NHS charges for a course of treatment should not be more than £219 in England, and no more than £180.90 in Wales. If you need to go back to your dentist within three months because of a problem with your treatment, then the dentist will not charge you again

Scotland and Northern Ireland have a different system where you are charged for each item of NHS treatment you receive. You will be charged 80% of the fee the NHS pays the dentist, up to a limit of £384.

The Armed Forces Covenant³¹

'Veterans receiving their healthcare from the NHS should receive priority treatment where it relates to a condition which results from their service in the Armed Forces, subject to clinical need. Those injured in Service, whether physically or mentally, should be cared for in a way which reflects the Nation's moral obligation to them whilst respecting the individual's wishes. For those who have concerns about their mental health, where symptoms may not be present for some time after leaving Service, they should be able to access services with health professionals who have an understanding of the Armed Forces culture.'

Extract from The Armed Forces Covenant: www.gov.uk/government/publications/the-armed-forces-covenant

Inform your GP that you are a veteran when you first register with a practice, if you were receiving treatment while in the Army, your treatment should continue from the stage when you left.

Veterans UK³²

Veterans UK administer the Armed Forces pension schemes and compensation payments for those injured or bereaved through service. They also provide welfare support for veterans through a national Veterans Welfare Service and veteran's helpline facility. Veterans UK is part of the Ministry of Defence (MOD) and was created in 2007 to help ex-Service personnel get appropriate support from government, local authorities, independent bodies and the charity sector.

Their responsibilities are:

Armed Forces Compensation Scheme (AFCS). Compensation, irrespective of fault, where illness, injury or death may arise as a result of service on or after 6 April 2005.

Veterans Welfare Service (VWS). Support to veterans, those who are eligible to claim for the MOD pension and compensation schemes and their dependants. The **Veterans Welfare Service³³** focuses on providing assistance where a change in life may have resulted in a welfare need. All help is entirely free of charge.

Veterans UK Helpline. Provision of specific advice on the war disablement pension and Armed Forces compensation scheme claims. The helpline also offers advice on where to get help on a range of issues including benefits, pensions, loans and grants, emergency accommodation, finding a job, retraining, health issues, welfare concerns, Service records and medals. They also have up to date information on central/local government and ex-Service organisations, and other voluntary groups.

How to contact Veterans UK:

Veterans UK
Ministry of Defence
Norcross
Thornton Cleveleys
FY5 3WP

Email veterans-uk@mod.uk

Free phone (UK only): 0808 1914 2 18
Telephone (overseas): +44 1253 866 043

07:30 - 18:30 Monday -Thursday

07:30 - 17:00 Friday

Out-Of-Hours Calls can be routed to Combat Stress or The Samaritans 24hr Helpline



¹<http://www.nhs.uk/NHSEngland/AboutNHSservices/Pages/NHSServices.aspx>

²<http://www.nhs24.com/>

³<http://www.nhsdirect.wales.nhs.uk/>

⁴<http://www.nidirect.gov.uk/index/information-and-services/health-and-well-being/health-services/how-to-use-your-health-services.htm>

⁵<http://www.nhs.uk/NHSEngland/AboutNHSservices/Pages/NHSServices.aspx>

⁶<http://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Pages/pharmacistsandchemists.aspx>

⁷<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

⁸<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/NHSGPs.aspx>

⁹<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/Minorinjuriesunit.aspx>

¹⁰<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/AE.aspx>

¹¹<http://www.nhs24.com/>

¹²<http://www.nhs24.com/findlocal/>

¹³<http://www.nhs24.com/>

¹⁴<http://www.nhs24.com/findlocal/>

¹⁵<http://www.knowwhototurto.org/MinorInjuriesUnit.aspx>

¹⁶<http://www.knowwhototurto.org/AccidentAndEmergency.aspx>

¹⁷<http://www.nhsdirect.wales.nhs.uk/>

¹⁸<http://www.nhsdirect.wales.nhs.uk/localservices/searchlocalservices.aspx?s=Pharmacy>

¹⁹<https://www.nhsdirect.wales.nhs.uk/aboutus/callnhsdirectwales/>

²⁰<http://www.nhsdirect.wales.nhs.uk/localservices/searchlocalservices.aspx?s=Pharmacy>

²¹<http://www.nhsdirect.wales.nhs.uk/localservices/searchlocalservices.aspx?s=Pharmacy>

²²<http://www.nhsdirect.wales.nhs.uk/localservices/minorinjuryunit/>

²³<http://www.nhsdirect.wales.nhs.uk/localservices/searchlocalservices.aspx?s=Hospital>

²⁴<http://www.nidirect.gov.uk/index/information-and-services/health-and-well-being/health-services/how-to-use-your-health-services.htm>

²⁵<http://www.nidirect.gov.uk/index/information-and-services/health-and-well-being/health-services/doctors-dentists-and-other-health-services/pharmacists.htm>

²⁶<http://www.nidirect.gov.uk/index/information-and-services/health-and-well-being/health-services/doctors-dentists-and-other-health-services/out-of-hours-service.htm>

²⁷<http://www.nidirect.gov.uk/index/information-and-services/health-and-well-being/health-services/doctors-dentists-and-other-health-services/your-local-doctor-gp.htm>

²⁸<http://www.nidirect.gov.uk/minor-injuries-units>

²⁹<http://www.nidirect.gov.uk/index/information-and-services/health-and-well-being/health-services/accidents-and-emergencies/emergency-healthcare.htm>

³⁰<http://servicefinder.hscni.net/>

³¹<https://www.gov.uk/government/organisations/veterans-uk>

³²<https://www.gov.uk/government/organisations/veterans-uk>

³³http://www.veterans-uk.info/welfare/new_index.html