

Is your patient or service user a military veteran?

Do you need advice about support for a military veteran?

Introducing a specialist community mental health service across the Midlands and East for those who have served in HM Armed Forces or the Merchant Navy.



Midlands and East

In partnership with



NHS England has commissioned a new Transition, Intervention and Liaison Service for those leaving the Armed Forces (in transition) and any Veteran of HM Armed Forces. The Midlands and East regions service is a unique collaboration of three NHS Trusts and two credible charities, Mental Health Matters (MHM) and Walking with the Wounded (WWTW).

The service operates a single point of enquiry run by Mental Health Matters, who process all professional and self-referrals and allocate patients to the appropriate NHS Veterans Hub.

In exceptional cases, where the veterans experience significant difficulty accessing NHS support, Walking with

the Wounded will provide private funded psychology treatment.

Coventry and Warwickshire Partnership NHS Trust (CWPT), Lincolnshire Partnership Foundation NHS Trust (LPFT), and Essex Partnership University Foundation NHS Trust (EPUT) veteran hubs are staffed by highly skilled clinicians, many of whom are veterans or ex-MOD Civil Servants. They are able to ensure a culturally sensitive service and have extensive knowledge of the additional charities and organisations that work with military veterans.



MHM was established 32 years ago by families and carers in the North East to provide support and care for people they loved with mental health problems. Today they have grown into a major national organisation supporting people with learning disabilities, drug and alcohol and other problems, as well as a core client group of people with mental health needs, across the UK through a range of evidence based and innovative services.

They provide support to more than 60,000 people every year, covering many aspects of their lives: from psychological and well-being therapeutic recovery interventions through to everyday employment, housing, independent and community support needs. They aim to enable each individual to recover and / or move towards their own independence and wellbeing. MHM also seeks to strengthen the voice, rights and independence of their users, their carers and their friends and families and to challenge the stigmas and negative attitudes that are still associated with mental health, learning disability and addiction.

Walking With The Wounded (registered charity in England and Wales No. 1153497) provides support to our wounded to assist them back into work outside the Armed Forces. Through a number of programmes, and collaborations with other charities, WWTW focuses on helping individuals receive the right advice, training, skills, mentoring and understanding of the job market in order to find a new career outside the military, providing them and their family with the security they deserve after their service to our country.



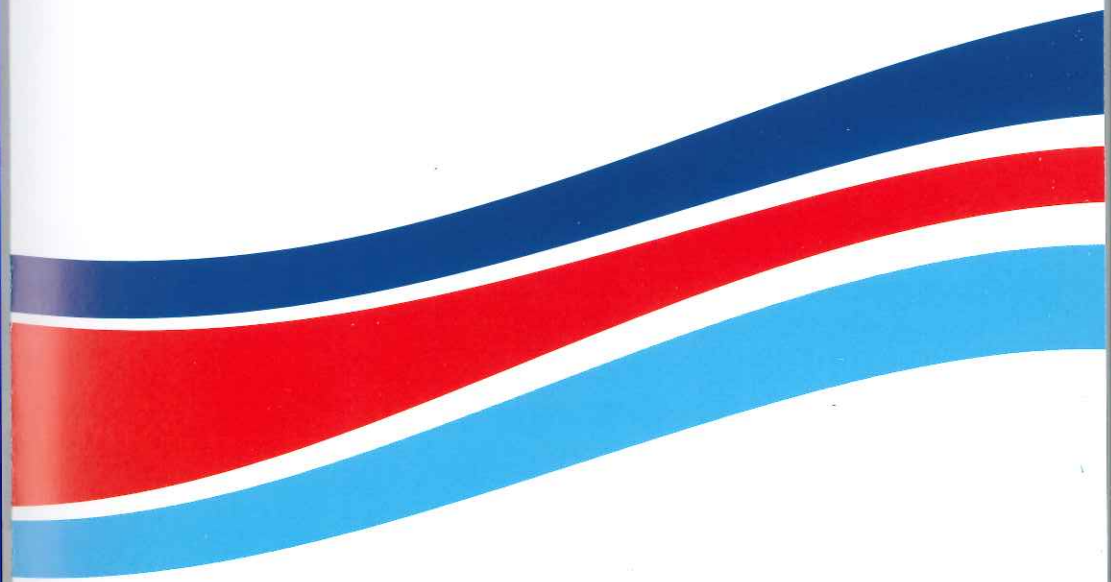
The Armed Forces Covenant is an agreement between our Armed Forces, the Government and our nation. It sets out two key principles which the Department of Health directs all NHS services to uphold:

- The veteran must not be disadvantaged in accessing healthcare due to their military service.
- They should be prioritised for service related conditions (mental health or physical).

Eligibility for Veterans' Mental Health TIL Service Midlands and East

- Any military veteran. A veteran is defined as: anyone who has served one day in HM Armed Forces or Merchant Navy.
- The veteran is currently experiencing a mental health problem and requires a specialist assessment and signposting to relevant services.

CWPT, LPFT and EPUT Veteran Hubs are staffed by highly skilled clinicians, many of whom are veterans or ex-MOD civil servants. They are able to ensure a culturally sensitive service and have extensive knowledge of the additional charities and organisations that work with military veterans.



Midlands and East Veterans Service

West Midlands Hub
Linked to Departments of Community Mental Health Donnington ★

- 1 Stoke on Trent
- 2 Shropshire
- 3 Telford & Wrekin
- 4 Warwickshire
- 5 Worcestershire
- 6 Dudley
- 7 Hertfordshire
- 8 Sandwell
- 9 Solihull
- 10 Birmingham
- 11 Staffordshire
- 12 Walsall

East Midlands Hub
Linked to Departments of Community Mental Health Cranwell ★

- 1 Lincolnshire
- 2 Nottinghamshire
- 3 Derby & Derbyshire
- 4 Leicester & Leicestershire
- 5 Northamptonshire
- 6 Rutland
- 7 Milton Keynes

North Essex and East Anglia Hub
Linked to Departments of Community Mental Health Colchester ★

- 1 Norfolk
- 2 Suffolk
- 3 Cambridgeshire
- 4 Hertfordshire
- 5 County of Hertfordshire
- 6 Luton
- 7 Bedford
- 8 Central Bedfordshire
- 9 Thurrock
- 10 Essex
- 11 Southend on Sea
- 12 Peterborough

To make a referral for health care, social care or welfare, professionals should contact Mental Health Matters.

Please ensure you have discussed the referral with your patient and gained their consent prior to making a referral.

MOD (Defence Primary Health Care) Referrals

Are you referring service personnel who are being discharged from the military? If so, the Medical Officer or DCMH Lead Clinician will complete the full referral form (available from your local NHS Veterans Hub or the MHM website) and return to MHM.

Following receipt of your referral to MHM, it will be screened and allocated to the appropriate NHS Veterans Hub.

A clinician from the Veterans Hub will contact your patient and offer a comprehensive and holistic assessment of need within 10 working days. Assessments will take place at the hub, the patients home, Skype, or one of the many alternative sites depending on what the patient prefers.

A care plan will be co-produced, specifically tailored to each individual and highlighting both their identified needs and the relevant agencies that can meet them, utilising the many military charities.

Contact Us

Self-referral

Single point of entry - 0300 323 0137

24/7 helpline - 0300 323 0139

Professional referral

Email mevs.mhm@nhs.net to request a referral form from Mental Health Matters

In crisis

If you are in crisis and need urgent help, contact your GP, or go to A+E and ask to be seen by the mental health liaison team.

Alternatively, call Combat Stress 24/7 free helpline or access the Big White Wall.

If you require this publication in a different format or language please contact the Equality and Diversity Department on 024 7653 6802.