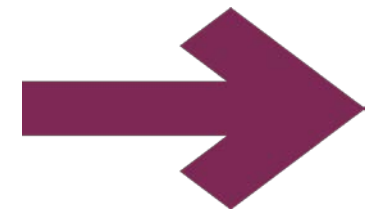


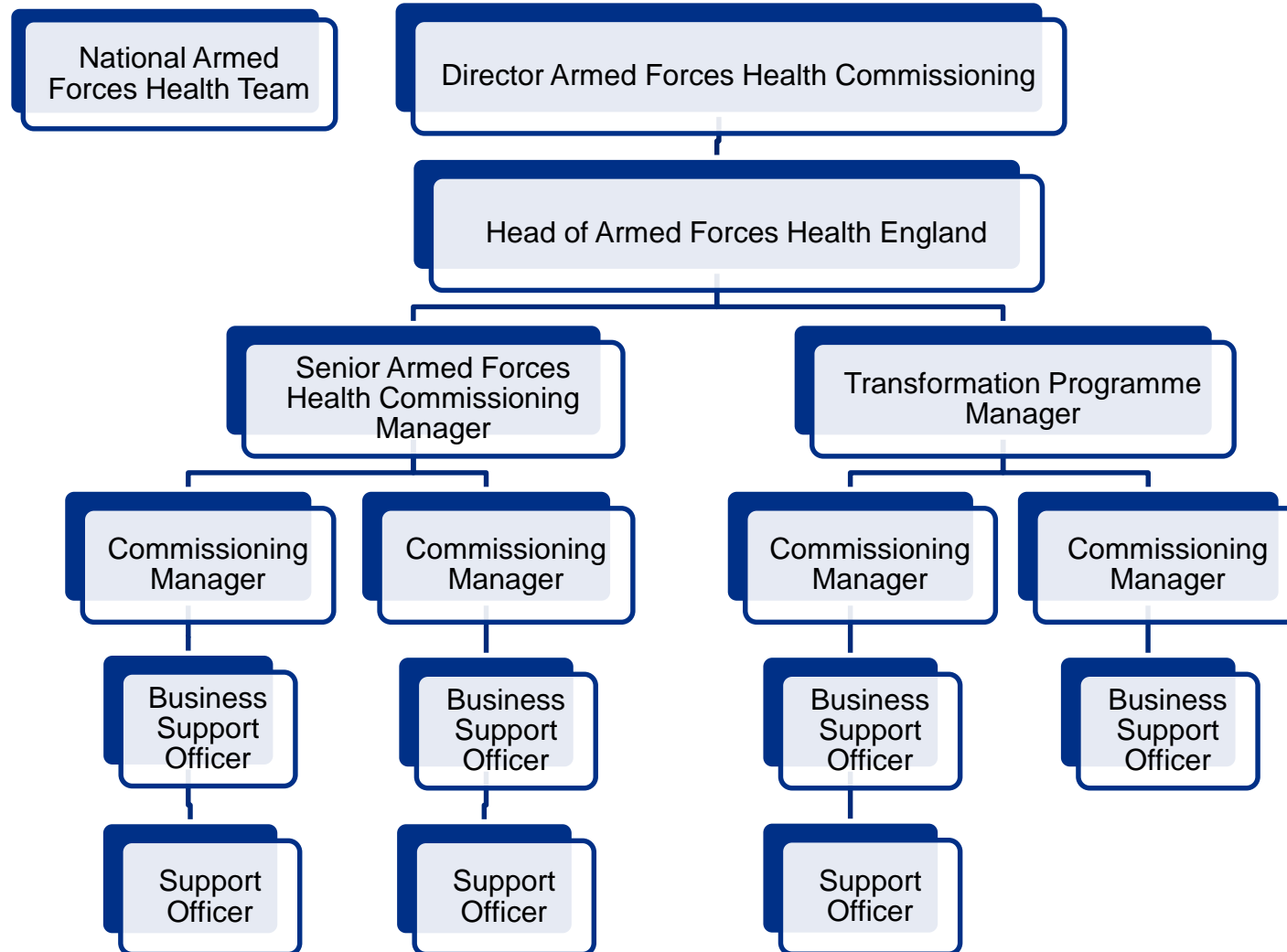
# NHS England Armed Forces Health Commissioning Team

Ann Berry – Armed Forces Health Commissioning  
Manager

13<sup>th</sup> June 2018

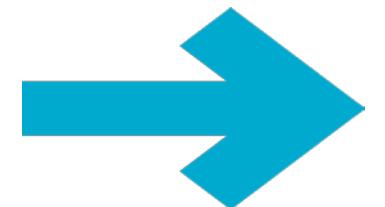


# Armed Forces Health Team



## Deliver ‘Securing Excellence’ from NHS England

- We are responsible for commissioning hospital care for Armed Forces personnel and families registered with a Defence Medical Service practice
- Single team – regional and central hubs to ensure consistency of approach and processes
- CCGs are responsible for veterans, reservists when not mobilised and dependents registered with civilian practice
- MOD are responsible for primary care / GP provision / occupational health and mental health for serving personnel



# Armed Forces Health Commissioning Responsibilities

	Serving Armed Forces in England	Serving Armed Forces overseas	Armed Forces Families registered with DMS med centres in England	Armed Forces Families registered with DMS med centres overseas	Armed Forces Families registered with NHS GP Practices	Reservists while mobilised <sup>i</sup>	Veterans (inc. reservists when not mobilised)
Primary Care	DMS <sup>ii</sup>	DMS	DMS	DMS	NHS England	DMS & NHS England <sup>iv</sup>	NHS England
Community Mental Health	DMS	DMS	NHS England	DMS	CCGs	DMS	CCGs
Secondary acute & community care	NHS England	DMS & NHS England <sup>iv</sup>	NHS England	DMS & NHS England <sup>iv</sup>	CCGs	DMS & NHS England <sup>iv</sup>	CCGs <sup>iii</sup>
	<p>i - Reservists have access to DMS care whilst mobilised</p> <p>ii - Serving personnel can access local GPs on an emergency basis if needing to access care whilst away from the military address</p> <p><b>iii - The NHS England will commission specialised services for veterans, e.g. limb prostheses,</b></p> <p>iv - While overseas, serving personnel and families can access DMS-commissioned healthcare where such provision exists, or may be provided with non-DMS healthcare by local Host Nation or other contracted arrangements, or have right of return for NHS England-commissioned NHS care in England</p>						



# Armed Forces Health Team



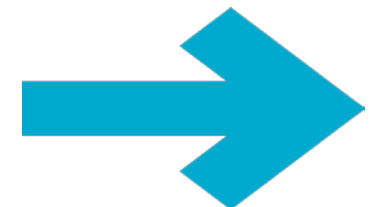
- National commissioning for the serving armed forces with one set of commissioning policies
- Commission secondary healthcare services from acute Providers across the country
- Ensure “No disadvantage” requirement for healthcare as specified in the Armed Forces Covenant



# Armed Forces Health Team



- Support complex patient transition from the Armed Forces
- Veterans Prosthetics Panel
- Veterans Mental Health Services
  - Transition, Intervention & Liaison Service (TILS)
  - Complex Treatment Service (CTS)
- Veterans Trauma Network
- Big White Wall



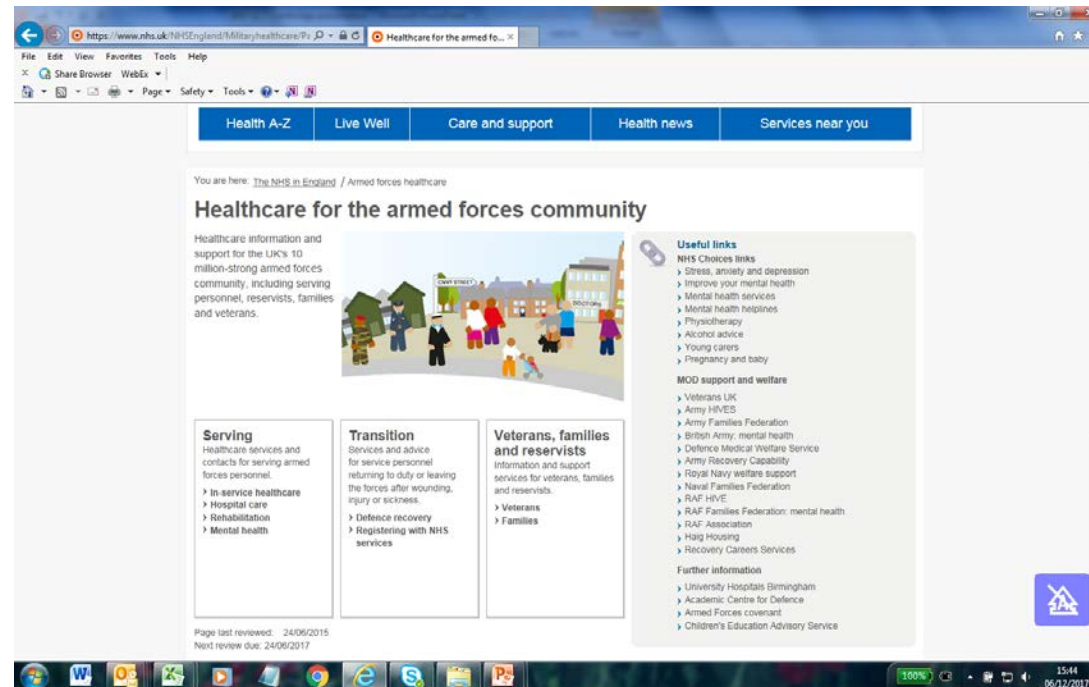
# Linkages

- NHS Providers
- Families Federations
- MOD - Personnel Recovery Units (PRU)
- MOD - Defence Medical Centres
- MOD - Defence Primary Health Care team
- Patients and Carers - Veterans and Serving
- Clinical Commissioning Groups (CCGs)
- Local Authorities re Covenant.
- NHS Employers (Step into Health)
- Service Charities



# NHS Choices

- <https://www.nhs.uk/nhsengland/militaryhealthcare/pages/militaryhealthcare.aspx>





# Useful Contacts & Links

- To Contact the Armed Forces Health Team use email - [england.midlandsarmedforces@nhs.net](mailto:england.midlandsarmedforces@nhs.net)
- Commissioning Policies - <https://www.england.nhs.uk/commissioning/policies/ssp/>
- Big White Wall – free service to serving, veterans and their families <https://www.bigwhitewall.com/landing-pages/landingV3.aspx?ReturnUrl=%2f#.WV-rlU9dD60>
- On Line Training From Health Education England – <https://www.e-lfh.org.uk/programmes/nhs-healthcare-for-the-armed-forces/>
- Step into Health - <http://militarystepintohealth.nhs.uk/>



# Transition, Intervention & Liaison Service (TILS)



## Accessing NHS mental health care for veterans

To access these services, you need to go through NHS Veterans' Mental Health TILS. This can be done by contacting the service directly, or by asking your GP or a military charity to refer you.

To contact the service directly:

- North of England, call 0191 441 5974 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 the south east of England, call 020 3317 6818 or email [cim-tr.veteranstilservice-lse@nhs.net](mailto:cim-tr.veteranstilservice-lse@nhs.net)
- South West of England, call 0300 365 0300, or email [awp.swveterans@nhs.net](mailto:awp.swveterans@nhs.net) or [sc.veterans@nhs.net](mailto:sc.veterans@nhs.net)





# Veterans' Mental Health Transition, Intervention and Liaison Service



Coventry and  
Warwickshire Partnership  
NHS Trust



Midlands & East Veterans Service (MEVS)

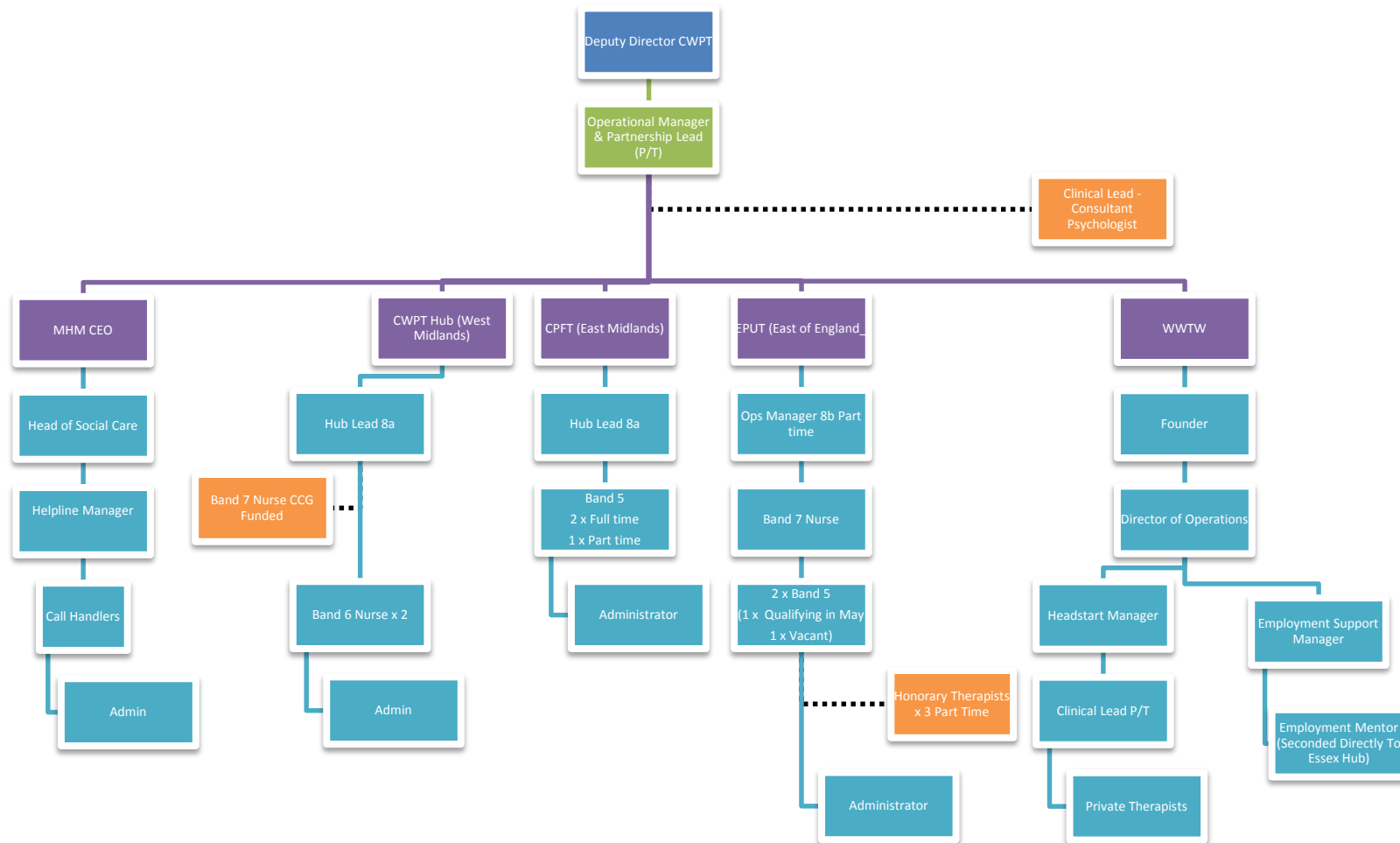


Lincolnshire Partnership  
NHS Foundation Trust



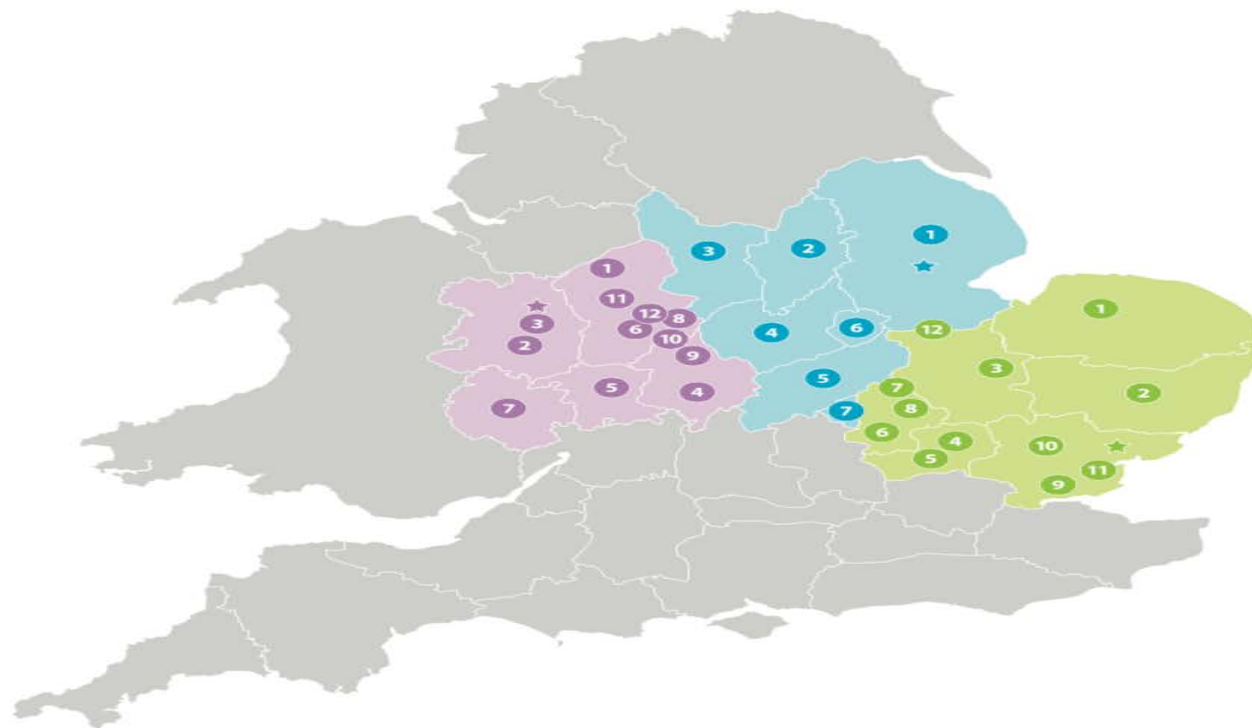
Essex Partnership University  
NHS Foundation Trust

# Operational Structure



Done

CWPT Geographical Split Map.pdf



## 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

# Coventry and Warwickshire Partnership NHS Trust

- Lead Contractor
- Governance
- Quality assurance
- Co-ordination of Partnership
- Co-ordination of contracts meetings, operational steering group meetings and the Partnership Board
- External liaison, media, enquiries

# Mental Health Matters

- Single point of enquiry for MEVS
- 9-9 7 days a week referral line for MEVS
- 24/7 Emotional Helpline
- Welfare calls on request
- Dedicated team leader and staff for MEVS
- CEO and Head of Social Care representing MHM on MEVS meetings
- Based In Sunderland

# NHS Veterans Hubs

- All hubs will provide telephone clinical triage, specialist assessments and brief interventions
- All hubs will offer or arrange physical health checks and carers assessments
- All hubs will complete risk assessments
- All hubs will liaise with statutory and charitable organisations, including the MOD
- All hubs will ensure GPs and patients receive written copy of person centred veteran specific care plan
- All hubs have allocated number of places for therapy through NHS honorary staff, special interest placements or WWTW element of contrac



# Walking With The Wounded

- Accept 45 referrals per year from MEVS
- Equates to 15 veterans per NHS Veterans Hub
- Private Therapists, vetted by WWTW, will provide 12-18 sessions of trauma focused psychological therapies for veterans who are unable to access local support in a timely fashion or experience major barriers to engagement.
- Provide outcome measures post treatment
- Employment Mentor- Essex and expanding
- Carers counselling 8-10 sessions

# Presentations

- Complex and require multi agency approach
- High risk – offending behaviours, domestic abuse, multiple admissions.
- Co-morbid chronic pain, physical disabilities and illnesses.
- Homelessness, unemployment, social isolation
- High levels of PTSD (both Military and CSA)
- Significant number with non service related MH
- Co-morbid alcohol/substance use
- Carers with own mental health issues needing support
- Safeguarding/PREVENT input

- Staff are mostly ex-MOD and Ex-Military or part of Armed Forces family and all staff have undertaken specific Veterans Awareness Training.

# Veterans Universal Passport

- The Veterans Universal Passport (VUP) is a patient held multi agency record of care.
- Currently being piloted in Essex- E0E
- Intellectual Property of Diane Palmer (Registered)
- NHSE funding evaluation
- Anglia Ruskin University – Veterans and Families Institute carrying out the evaluation
- EPUT agreed to fund 500 more passports to trial across East of England. Aspiration for APP.

# Raising Awareness

- Speak at conferences
- GP training days
- Across mental health services, prisons, probation, social care
- Social media (including Facebook, linked in and trust websites)
- TV/Radio
- Launch event, events to mark Armed Forces Day
- VAMOS 'A Brave Face'

# Veteran Engagement

- Utilise existing forums
- Created small service user groups
- Surveys
- Friends and Family Test
- Social media
- VAMOS mask making workshop

# Contact

Diane Palmer

Operational Manager & Partnership  
Lead

[diane.palmer6@nhs.net](mailto:diane.palmer6@nhs.net)