



Patient Information (Ver 4 – Feb 24)

Veteran Aware Hospital

If you have a smart phone or tablet with camera,
scan the QR code above for more information.

Here at University Hospitals of North Midlands (UHNM) we are 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. Ensure you make your GP aware of your armed forces status also.

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).

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

UHNM 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 in this hospital

- We support the health commitments of the Armed Forces Covenant ensuring no disadvantage and giving special consideration where appropriate.
- We will ask whether you are part of the armed forces community, record this in our records and offer additional assistance if required.
- We have a dedicated Defence Medical Welfare (DMWS) Officer embedded in our hospitals who can visit you, on request, to offer advice and support around Armed Forces matters.
- We have dedicated Veteran Aware Champions throughout our hospital who can assist. You.

What other support is available?

Here at UHNM, we can help put you in touch with the many service organisations and charities best placed to help with information, advice and support including healthcare, housing, finance, alcohol addiction, employment, mental health concerns, social isolation to name a few.

This leaflet will highlight some of the support available to you, however if you require additional assistance from our DMWS Officer please ask our staff to make a referral for you.

- **The Veterans' Gateway.** This service is a first point of contact for veterans and their families. It provides information, advice and support. **Tel: 0808 802 1212, Text: 81212** or visit their website www.veteransgateway.org.uk
- **Tri service and veteran support centre** – With centres in Newcastle-under-Lyme and Hanley, this service is run for veterans by veterans and they utilise a 'hub' based approach to support veterans in need. Visit their website <https://veteransupportcentre.org/> or call **01782 713963**.
- **NHS The Veterans Mental Health and Wellbeing Service (Op COURAGE)**
Contact is via **0300 323 0137** (Midlands or East of England) or email mevs.mhm@nhs.net
- **Defence Medical Welfare Service** - This service have dedicated officers who will assist the patient in identifying services provided by service charities and other organisations. Telephone: **0800 999 3697** or email: referral@dmws.org.uk
- **Combat Stress/Rethink** who provide emotional support and a listening ear can be contacted on a 24 hour free phone helpline **0800 138 1619** or via the webpage <https://combatstress.org.uk/>
- **Help for Heroes** contact helpline **0300 3039888** or www.helpforheroes.org.uk/get-support
- **Royal British Legion**, Help support veterans and their families. Contact them via the webpage www.britishlegion.org.uk/ or via a dedicated helpline **0808 802 8080**
- **SSAFA.** Staffordshire@ssafa.org.uk contact **0204 5669116** or the Forcesline **0800 2606767**
- **The Poppy Factory**, provide employment support for veterans with mental and physical health conditions. Contact **020 8939 1837** or visit <https://www.poppofactory.org/>
- **Veterans UK Helpline** Contact **0808 1914 218** or email veterans-uk@mod.gov.uk
- **Walking with the Wounded** contact **01263 863900**, <https://walkingwiththewounded.org.uk/>
- **Togetherall** provide safe anonymous support to anyone struggling with common mental health issues and can be contacted at www.togetherall.com
- **Landau (Stoke)** – employment support/advice. Contact **01782 324398** <https://www.landau.co.uk>
- For additional veteran support services, check out our dedicated UHNM Armed Forces webpage. <https://www.uhnm.nhs.uk/about-us/uhnm-and-the-armed-forces/>

How could you get involved in the NHS?

The NHS can benefit significantly from the skills and experience you bring from your military training, service and Veteran Aware hospitals support the employment of veterans and reservists in the NHS workforce.

UHM is both Defence Employer Recognition Scheme (Gold) and 'Step Into Health' scheme accredited and offers a guaranteed interview process for UK Armed Forces Community members, subject to applicants meeting the essential criteria of the role advertised.

To find out more about careers at UHM, visit our UHM Armed Forces webpage by scanning the QR code on the front of this leaflet or visit: www.militarystepintohealth.nhs.uk

The Armed Forces Covenant

The NHS is committed to upholding 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 several 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 and should retain your place on any NHS waiting list if moved around due to the service person being posted.

Further Information and Feedback

To learn more about the Veterans Covenant Healthcare Alliance (VCHA) please visit: <https://veteranaware.nhs.uk/>

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

If you have any feedback or suggestions relating to supporting the Armed Forces Community, please contact our Patient Experience Team via email on patient.experience@uhnm.nhs.uk.