

# Get Involved

The NHS can benefit significantly from the skills and experience you bring from your military training and service.

Veterans Aware Hospitals support the employment of veterans and reservists in the NHS workforce and will be involved either in the 'Employer Recognition Scheme' or the 'Step into Health' scheme.

Find out more about careers for veterans and reservists in the NHS at [www.militarystepintohealth.nhs.uk](http://www.militarystepintohealth.nhs.uk)

Also, if you would like to become a Volunteer Veteran Aware Champion working in our hospitals, please let us know by emailing [sath.armedforceschampion@nhs.net](mailto:sath.armedforceschampion@nhs.net)

The NHS is committed to 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 two key principles: The Armed Forces community should not face disadvantage compared to other citizens in the provision of public and commercial services

# Useful Contacts

We work with a range of extra services for the Armed Forces community and will let you know of, and refer you to any that could benefit you, including:



Email: [SAFCC@Shropshire.gov.uk](mailto:SAFCC@Shropshire.gov.uk)  
Telephone: 01743 255933



Website [www.britishlegion.org.uk](http://www.britishlegion.org.uk)  
Telephone: 0808 802 8080



Website: [www.ssafa.org/shropshire](http://www.ssafa.org/shropshire)  
Email: [www.ssafa.org.uk/shropshire](http://www.ssafa.org.uk/shropshire)  
Telephone: 0204 566 9116



Website: [www.combatstress.org.uk](http://www.combatstress.org.uk)  
Email: [helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)  
Telephone: 0800 138 1619



Website: [www.dmws.org.uk](http://www.dmws.org.uk)  
Email: [info@dmws.org.uk](mailto:info@dmws.org.uk)  
Telephone: 0800 999 3697

## NHS Veterans' Mental Health Transition, Intervention and Liaison Service:

North of England: 0303 123 1145  
Midlands or East of England: 0300 323 0137  
London or South East of England: 020 3317 6818  
South West of England: 0300 365 0300



WE ARE PROUD  
TO BE A VETERAN  
AWARE HOSPITAL

Patient Leaflet

# Welcome

**Here at The Shrewsbury and Telford Hospital NHS Trust we are proud to say that we are a Veterans Aware hospital.**

We are a member of the Veterans Covenant Hospital 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.

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.

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).

However, this is always subject to clinical need and does not entitle you to jump the queue ahead of someone with a higher clinical need.

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 needs.

# Support Available

**Should you like to receive more information from one of our Veteran Aware Champions please ask your nurse to email [sath.armedforceschampion@nhs.net](mailto:sath.armedforceschampion@nhs.net) or email us directly yourself.**

Our Veteran Aware Champion will provide emotional support to you whilst you are in hospital. They will also help you access services available in the community that might improve your health and wellbeing when discharged. With your consent we can refer you to a number of charities that provide a whole range of services from healthcare and housing to employability, finances and personal relationships.

Alternatively, you can access the Veterans' Gateway. This service is there to provide information, advice and support for veterans and their families by phone (0808 802 1212), text (81212) and online at [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)

Even if you do not feel the need to contact us today, please keep hold of this leaflet in case at some time in the future you or your family feel they might benefit from this support.

Special consideration is appropriate in some cases, especially for those who have given most such as the injured or bereaved

You and your families should not be at a disadvantage in accessing appropriate health services; for example, if you are on a waiting list and are moving.

The NHS always prioritises people with the most urgent clinical need. At the same time, we must recognise your health and social needs and act on them. We are working to make sure this happens.

To learn more about the Veterans Covenant Hospital Alliance and what it means for NHS hospitals to be Veteran Aware, please visit: <https://improvement.nhs.uk/resources/veteran-aware-hospitals/>

We are committed to consistently and continually learn from our patients and their families to improve care for all. If you have any feedback or suggestions please contact:

Patient Advice & Liaison Service  
RSH, Mytton Oak Road, Copthorne,  
Shrewsbury SY3 8XQ  
01743 261691 / 0800 783 0057  
PRH, Apley Castle, Telford, TF1 6TF 01952  
641222 ext:4382

For more information on NHS healthcare for veterans, visit the NHS Choices website at [www.nhs.uk](http://www.nhs.uk) and search for 'veteran'