

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
Telephone: 01743 255933



Email: www.britishlegion.org.uk
Telephone: 0808 802 8080



Email: www.ssafa.org/shropshire
Telephone: 01743 344220 | 0800 7314880



Email: www.combatstress.org.uk
Telephone: 0800 138 1619



Website: www.dmws.org.uk
Email: 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

There are many service charities and organisations. The Veterans' Gateway is a first point of contact for veterans and their families. It provides information, advice and support by phone (0808 802 1212), text (81212) and online at www.veteransgateway.org.uk

Here at The Shrewsbury and Telford Hospital NHS Trust we will put you in touch with the organisations best placed to help with the information, advice and support—from healthcare and housing to employability, finances and personal relationships.

How could you get involved in the NHS?

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

Armed Forces Covenant

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.

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 and search for 'veteran'.