



## ***Veteran Aware Hospitals*** (page 1 of 3)

Here at Salisbury NHS Foundation Trust we are proud to say that we are a Veteran Aware hospital; we strive to be an exemplar of the best care for veterans in the NHS.

Please let a member of staff know if you or your spouse/partner, has ever served in the UK Armed Forces so that we can best support your care needs.

Being flagged as a veteran in your NHS healthcare records will help to ensure that you are able to access specific veterans' health services, such as those for mental health and hearing loss.

It also means that if you have an illness or medical condition that has been caused by your time in service or occurred whilst you were in the military, you are not subject to any disadvantage from your service (compared to local people).

### **Improving care for veterans across the NHS**

Salisbury NHS Foundation Trust is a member of the Veterans Covenant Hospital Alliance (VCHA). The VCHA is a network of over 20 NHS hospitals that have volunteered to share and drive the implementation of best practice in NHS care for people and their families who serve or have served in the UK Armed Forces, in line with the Armed Forces Covenant.

### **What you can expect in this hospital**

- We support the health commitments of the Armed Forces Covenant, which is a promise by the nation ensuring that those who serve or who have served in the UK Armed Forces, and their families, are not subject to any disadvantage from their service (compared to local people)
- We are committed to ensuring the Armed Forces Covenant is applied and that special consideration will be given where appropriate
- All relevant staff within this hospital are trained and educated in identifying and responding to veterans' needs
- This hospital also supports the UK Armed Forces community as an employer.

If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: [customer care@salisbury.nhs.uk](mailto:customer care@salisbury.nhs.uk)

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: [www.salisbury.nhs.uk/FriendsFamily](http://www.salisbury.nhs.uk/FriendsFamily) or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: [patient.information@salisbury.nhs.uk](mailto:patient.information@salisbury.nhs.uk) if you would like a reference list.

Name: Clare Gorzanski  
Role: Head of Clinical Effectiveness  
Date written: Aug 2018  
Review date: September 2021  
Version: 1.0  
Code: PI1533

This hospital works with a range of organisations that are available to the Armed Forces community and will make you aware of and refer you to any that could benefit you, including:

- Defence Medical Welfare Service for the Armed Forces community (South England) provides practical and emotional support to the Armed Forces community when they receive medical treatment.

Glyn Richardson, Welfare Officer, DMWS based at Salisbury District Hospital.

Call - 07534 545534

Email: [grichardson@dmws.org.uk](mailto:grichardson@dmws.org.uk) or website: [www.dmsw.org.uk](http://www.dmsw.org.uk)

- Help for Heroes. Call: Carol Betteridge OBE, Head of Welfare and Clinical Services 01980 844336 or 07854 398834

Email: [carol.betteridge@helpforheroes.org.uk](mailto:carol.betteridge@helpforheroes.org.uk)

Local Hub: [tedworth.support.hub@helpforheroes.org.uk](mailto:tedworth.support.hub@helpforheroes.org.uk)

- BLESMA – the Limbless Veterans - call: 020 8590 1124 or website: [blesma.org](http://blesma.org)
- The Royal British Legion website: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)
- Combat Stress includes a Listening Ear Service – call: 0800 138 1619 or website: [www.combatstress.org.uk](http://www.combatstress.org.uk)
- The Veterans' Gateway - call: 0808 802 1212 or website: [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)
- SSAFA and listening service – call: 0800 731 4880 Local branch - call: 07561 120881 email [ssafasalisbury@gmail.com](mailto:ssafasalisbury@gmail.com) or website: [www.ssafa.org.uk](http://www.ssafa.org.uk)
- Veterans' Mental Health Transition, Intervention and Liaison Service (TILS) - a newly commissioned mental health service has been specially tailored to support and treat ex-Armed Forces veterans and service personnel who are approaching discharge. Patients can self-refer or be referred by your GP or service charity such as the DMWS. Call: 0300 365 0300 or email [awp.swveterans@nhs.net](mailto:awp.swveterans@nhs.net) (Wiltshire, Dorset, Gloucestershire, Bristol, Devon, Somerset, Cornwall and Isle of Scilly) or [sc.veterans@nhs.net](mailto:sc.veterans@nhs.net) (Hampshire and Isle of Wight, Bucks, Oxfordshire, Berkshire).

### What further support is available to you?

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](http://www.veteransgateway.org.uk)

Here at Salisbury NHS Foundation Trust we will put you in touch with the organisations best placed to help with the information, advice and support you need – from healthcare and housing to employability, finances, personal relationships and more.

### How you could get involved in the NHS?

The NHS can benefit significantly from the skills and experience you as veterans and reservists bring from your military training and service. Veteran Aware hospitals support the employment of veterans and reservists in the NHS workforce and we are involved in the 'Employer Recognition Scheme' and 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)

## **Further information about the Armed Forces Covenant**

The NHS is committed to the Armed Forces Covenant, which is a promise by the nation to ensure that those who serve or who have served in the UK Armed Forces, and their families, are treated fairly.

The Armed Forces Covenant has two key principles:

1. The Armed Forces community should not face disadvantage compared to other citizens in the provision of public and commercial services.
2. Special consideration is appropriate in some cases, especially for those who have given most, such as the injured and the bereaved.

You and your families should not be disadvantaged from accessing appropriate health services, for example, if they are on a waiting list and are moving.

The NHS always prioritises people with the most urgent clinical need. At the same time it is important that your health and social needs of the Armed Forces community are recognised and acted upon and the VCHA will help in sharing best practice in this area.

We are committed to consistently and continually learning from our patients and their families in order to improve care for all, so please if you have any feedback or suggestions contact our Customer Care Department on:

0800 374 208 or email [customer.care@salisbury.nhs.uk](mailto:customer.care@salisbury.nhs.uk)

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'.

**Veteran's Service Directory or map of need is an online tool displaying the locations of national health system facilities afforded to veterans and their families as well as charities and organisations**

**<https://www.veteransservicedirectory.com/>**