

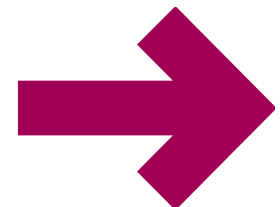
**NHS care for the  
Armed Forces  
Community: what is  
new?**

**Dr (Col Retd) Jonathan  
Leach**

*NHS England Medical  
Director for Military and  
Veterans Health*

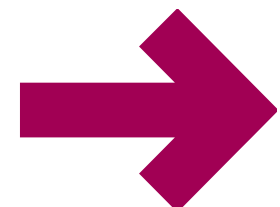
# Journey from NHS to NHS

- Pre-Service
- Service
- Post Service



# Pre-Service

- Improve NHS element recruitment process

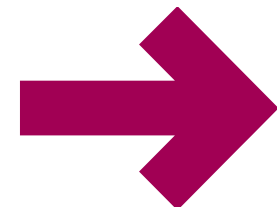


# Armed Forces commissioning responsibilities

	Serving Armed Forces in England	Serving Armed Forces overseas	Armed Forces Families registered with DMS medical centres in England	Armed Forces Families registered with DMS medical centres overseas	Armed Forces Families registered with NHS GP practices	Reservists while mobilised <sup>i</sup>	Veterans (includes reservists when not mobilised)
Primary Care	DMS <sup>ii</sup>	DMS	DMS	DMS	NHS England	DMS & NHS England	NHS England
Community and Mental Health	DMS	DMS	NHS England	DMS	CCGs	DMS	CCGs
Secondary Acute Care	NHS England	DMS & Charge exempt overseas visitors <sup>iv</sup>	NHS England	DMS & Charge exempt overseas visitors <sup>iv</sup>	CCGs	NHS England	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>iii - The NHS England will commission specialised services for veterans, e.g. limb prostheses</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 care in England</p>						

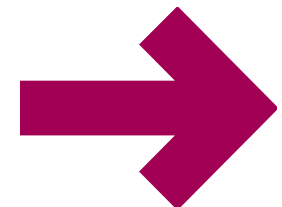
# In Service

- Monitor Services
- Ensure no disadvantage
- Specific policies for Service Personnel
- Work closely with MoD and Surgeon General
- Training of DMS personnel



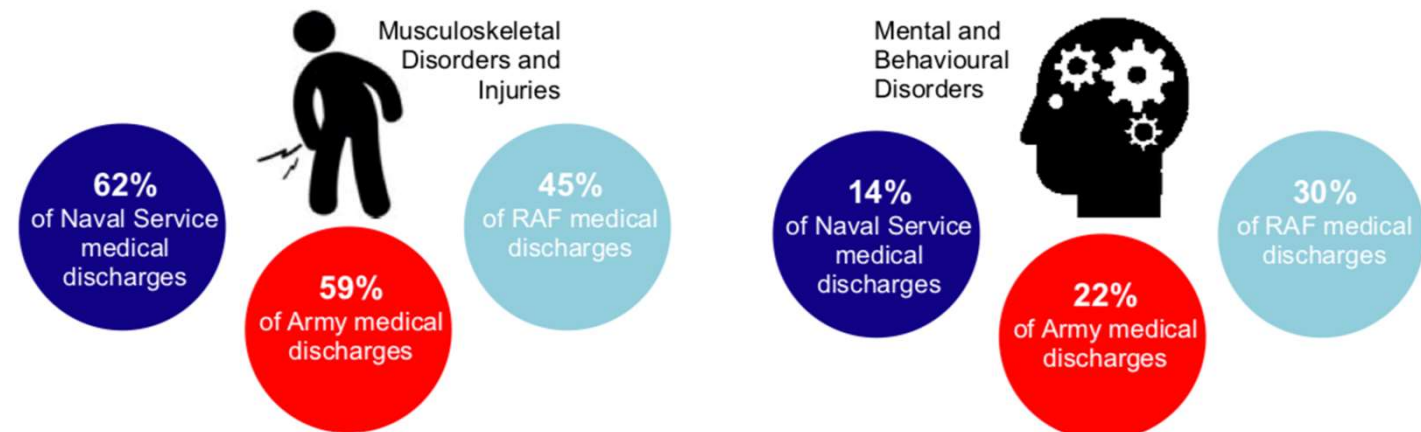
# Transition

- Working to improve process
- Better information for service leaver
- Improved hand over of clinical notes
- IT systems



# Discharge from the military on medical grounds

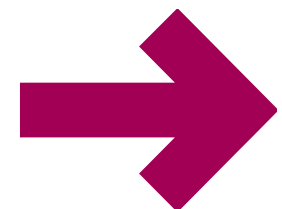
- Three commonest are:
  - Musculoskeletal
  - Mental health and behavioural disorders
  - Ear and mastoid process disease (deafness mainly)





# Reserves

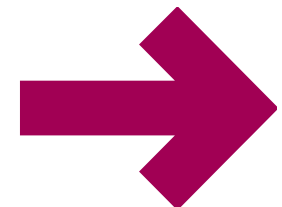
- Healthcare provision complex
- Interface between with NHS and MoD
- Working to improve





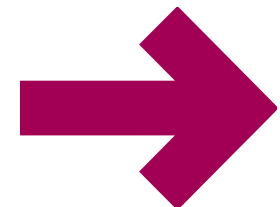
# Veterans

- Considerable work to improve understanding and response by NHS



# The NHS Long Term Plan

- The NHS Long Term Plan has been published following the Government's commitment to provide more funding for the NHS for each of the next five years
- The plan details our ambitions for improvement over the next decade and how we will meet them over the five years of the funding settlement
- It sets out improvements covering three life stages:
  - Making sure everyone gets the best start in life
  - Delivering world-class care for major health problems
  - Supporting people to age well
- It also sets out actions to overcome the challenges that the NHS faces by:
  - doing things differently
  - preventing illness and tackling health inequalities
  - backing our workforce
  - making better use of data and digital technology
  - getting the most out of taxpayers' investment in the NHS



# Long Term Plan commitment for the armed forces community

‘We will expand our support for all veterans and their families as they transition out of the armed forces, regardless of when people left the services. Local transition, liaison and treatment services provide support for a range of healthcare and social needs. By 2023/24, these services will expand access to complex treatment services as well as targeted interventions for veterans in contact with the criminal justice system. To ensure all GPs in England are equipped to best serve our veterans and their families, over the next five years we will roll out a veterans accreditation scheme in conjunction with the Royal College of GPs.’



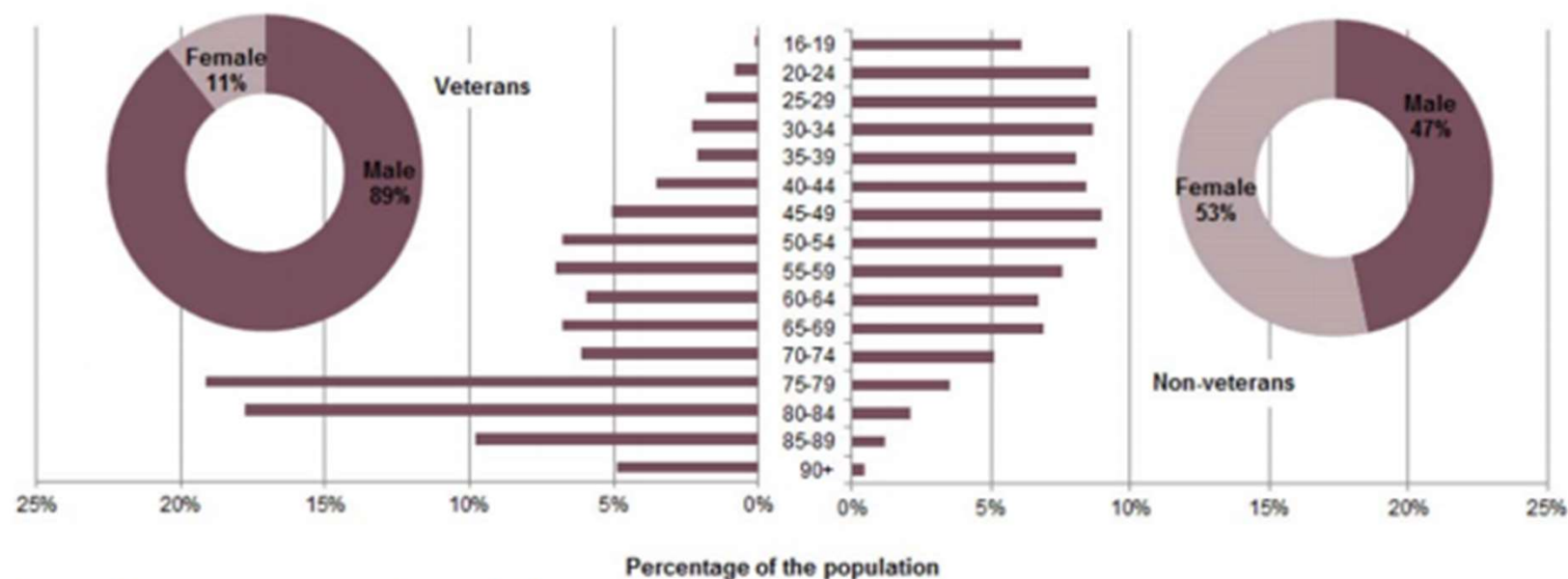
[www.longtermplan.nhs.uk](http://www.longtermplan.nhs.uk)



# Background

- Estimated 2.4 M military veterans in Great Britain in 2015

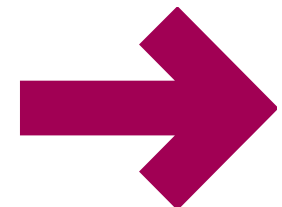
**Figure 1: UK Armed Forces veterans and non-veterans residing in Great Britain by age group and gender, estimated percentage 2015**



Source: 2015 Annual Population Survey (APS)

# Improve NHS General Practice

- In curriculum
- Training of GPs
- E Learning
- Veterans GP surgery accreditation



# Veterans GP accreditation

150 Surgeries to date in West Midlands and Wessex

- “North” region next with national roll out
- Partnership with R College GPs
- Aims
  - Increased knowledge and understanding of military
  - Coding to better identify
  - Improved referrals esp to specific pathways

RC GP Royal College of General Practitioners

NHS England

Armed Forces Veteran friendly accredited GP practice

**We are an Armed Forces Veteran friendly accredited GP practice.**

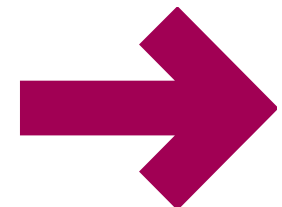
This means that we have a dedicated clinician who has a specialist knowledge of service related health conditions and Veteran specific health services. This is important in helping Veterans to get the best care and treatment.

If you are a Veteran, please let your GP know to help ensure you are getting the best possible care.

To find out more, ask your nurse or GP.

# Mental Health

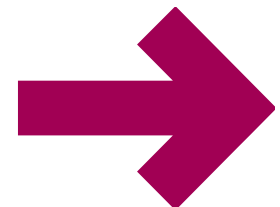
- Vast majority of veterans are well
- However small proportion require every support we can give





# General Services

- 23,000 veterans per annum referred into NHS Improving Access to Psychological Services
- Common psychological disorders – anxiety and depression mainly



# Specific Services

- Mental Health
  - Transition Intervention and Liaison Mental Health Service
  - Complex Mental Health Treatment Service

Both services across  
England

**NHS**  
Veterans' Mental Health  
Transition, Intervention  
and Liaison Service

**Is your patient or service user a military veteran?**

Do you need advice about support for a military veteran?

Introducing a specialist community mental health service across the Midlands and East for those who have served in HM Armed Forces or the Merchant Navy.

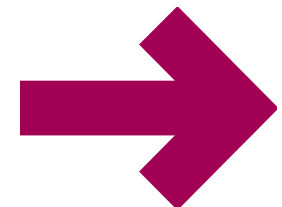


**Midlands and East**

1 / 2

# Transition Intervention and Liaison

- Referral whilst leaving service
- KPI 2 week referral for assessment
- Service for problems in addition to PTSD



# Transition Intervention and Liaison

- Data to Apr 17 - Dec 18
  - 5697 referrals
  - Self referral approx. 30%
  - 4069 (71%) appropriate
  - 2827 (69%) Face to face assessment
  - 956 (31%) treated in TIL
  - 38% signposting advice
  - 10% Pt declined

## Veterans: NHS mental health services

Mental illness is common and can affect anyone, including serving and ex-members of the armed forces and their families.

While some people cope by getting support from their family and friends, or by getting help with other issues in their lives, others need clinical care and treatment, which could be from the NHS, support groups or charities.

Although it's completely normal to experience anxiety or depression after traumatic events, this can be tough to deal with.

Furthermore, the culture of the armed forces can make seeking help for a mental health problem appear difficult.

Some people may not experience some of these symptoms until a few years after leaving the armed forces.

[Armed forces healthcare](#)

[Armed forces healthcare: how it works](#)

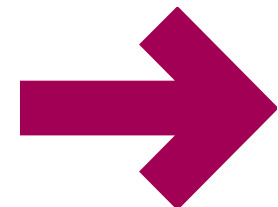
[Serving personnel: NHS hospital care](#)

[Serving personnel: mental health services](#)

[Serving personnel: rehabilitation services](#)

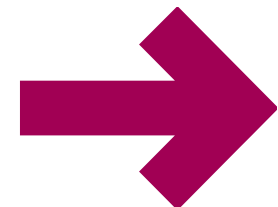
[Service families: welfare and support](#)

[Veterans: priority NHS treatment](#)



# Transition Intervention and Liaison

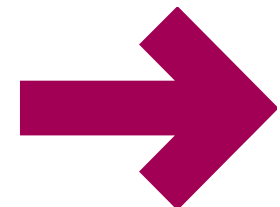
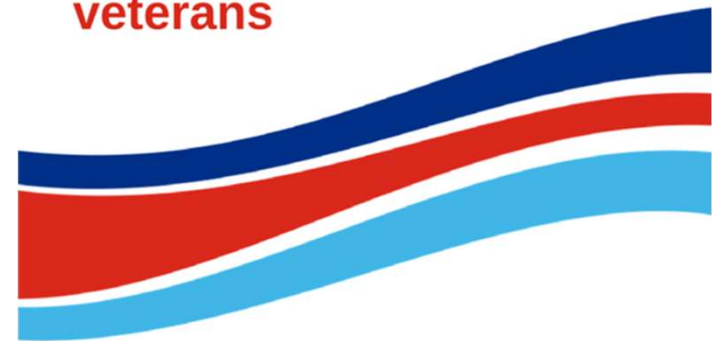
- Data to Apr 17 - Dec 18
  - 10% RN/RM, 81% Army, 8% RAF
  - Av no days to offered an assessment 24
  - Av no of days until attended 33
  - Av no of days attended clinic 47



# Complex Treatment Service

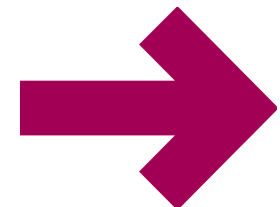
- Detailed & specific support. Guideline of up to 32 treatment sessions (cf NICE guidance)
- Data to Apr 18 - Dec 18
  - 468 referrals
  - 445 (95%) accepted
  - 3461 appointments
  - 73 (16%) discharged

**Proud to  
support our  
veterans**



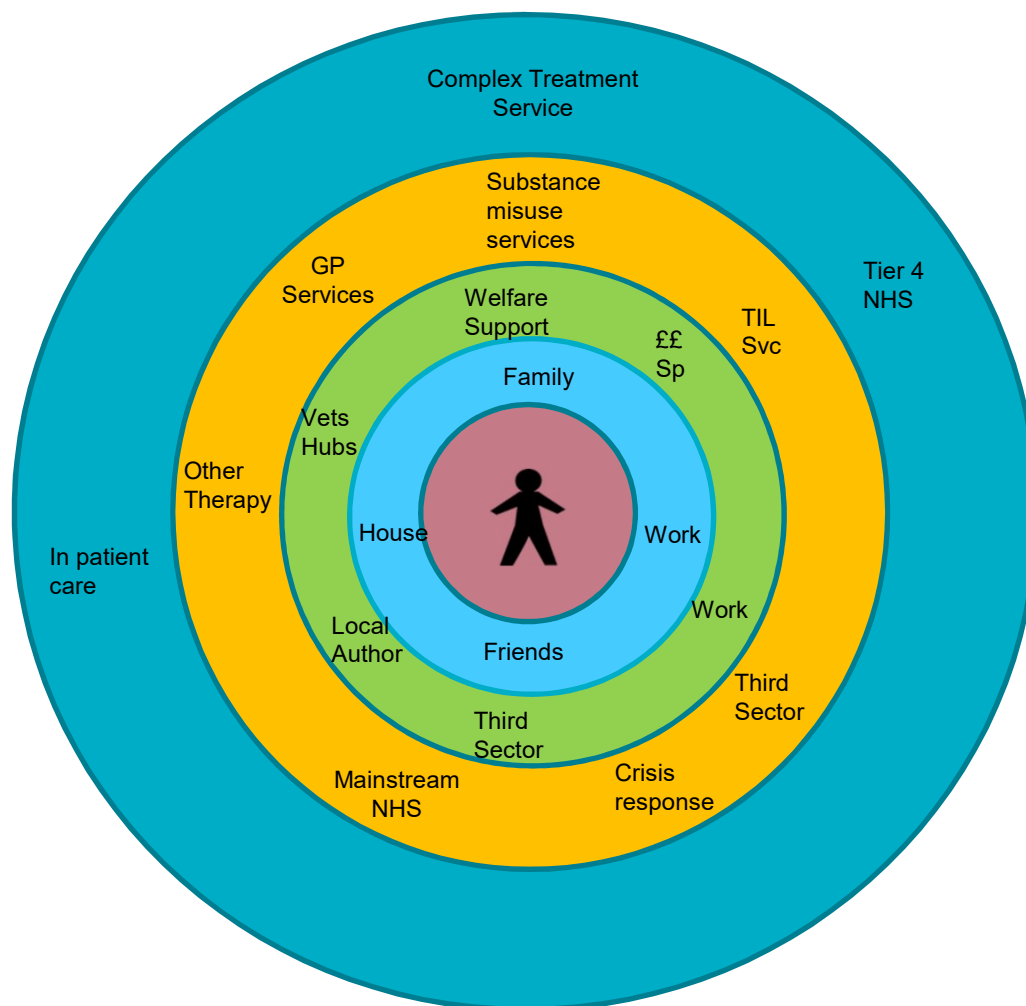
# Challenges

- First time national data
- Numbers greater than predicted
- Need better response for those requiring urgent access/response
- Need better co-ordination and co-working



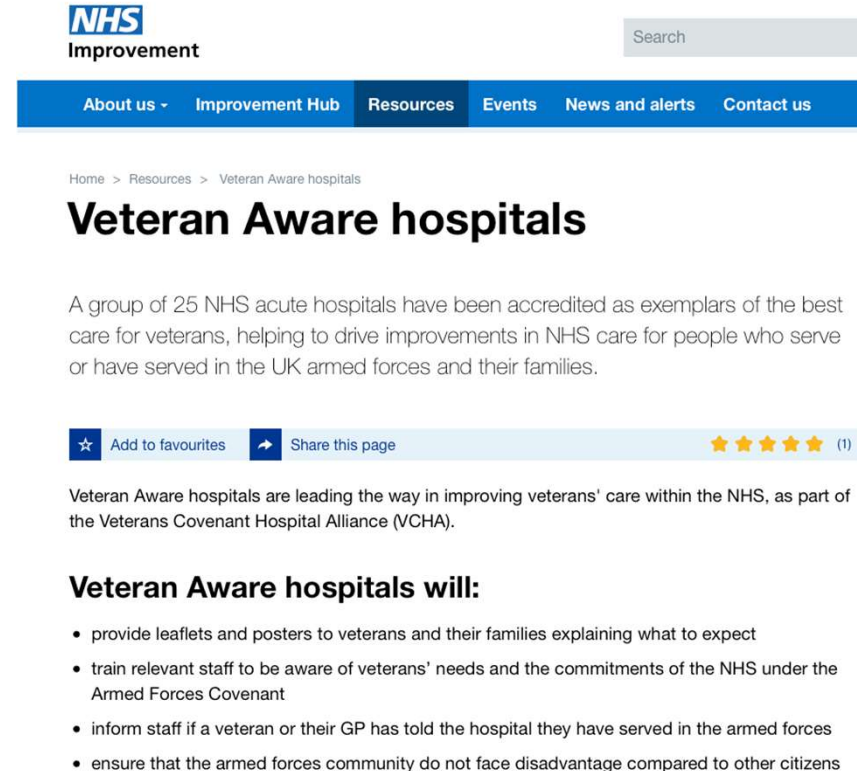


# Mental Health Model



# Veterans Aware Hospital

- 25 Hospitals
- Specific Training
- Ask if a veteran
- Improved response
- Onward referral if needed (esp to TIL)



The screenshot shows the NHS Improvement website. At the top is the NHS Improvement logo and a search bar. Below is a navigation menu with links: About us, Improvement Hub, Resources, Events, News and alerts, and Contact us. The breadcrumb trail reads: Home > Resources > Veteran Aware hospitals. The main heading is "Veteran Aware hospitals". The text below states: "A group of 25 NHS acute hospitals have been accredited as exemplars of the best care for veterans, helping to drive improvements in NHS care for people who serve or have served in the UK armed forces and their families." Below this is a section with a star icon and the text "Add to favourites", a share icon and "Share this page", and a rating of five stars with "(1)" reviews. The text continues: "Veteran Aware hospitals are leading the way in improving veterans' care within the NHS, as part of the Veterans Covenant Hospital Alliance (VCHA)." The section "Veteran Aware hospitals will:" is followed by a bulleted list: "provide leaflets and posters to veterans and their families explaining what to expect", "train relevant staff to be aware of veterans' needs and the commitments of the NHS under the Armed Forces Covenant", "inform staff if a veteran or their GP has told the hospital they have served in the armed forces", and "ensure that the armed forces community do not face disadvantage compared to other citizens".

**NHS Improvement**

Search

About us - Improvement Hub Resources Events News and alerts Contact us

Home > Resources > Veteran Aware hospitals

## Veteran Aware hospitals

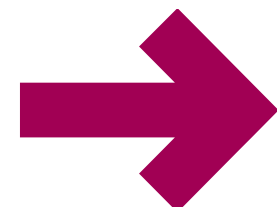
A group of 25 NHS acute hospitals have been accredited as exemplars of the best care for veterans, helping to drive improvements in NHS care for people who serve or have served in the UK armed forces and their families.

★ Add to favourites ↗ Share this page ★★★★★ (1)

Veteran Aware hospitals are leading the way in improving veterans' care within the NHS, as part of the Veterans Covenant Hospital Alliance (VCHA).

### Veteran Aware hospitals will:

- provide leaflets and posters to veterans and their families explaining what to expect
- train relevant staff to be aware of veterans' needs and the commitments of the NHS under the Armed Forces Covenant
- inform staff if a veteran or their GP has told the hospital they have served in the armed forces
- ensure that the armed forces community do not face disadvantage compared to other citizens

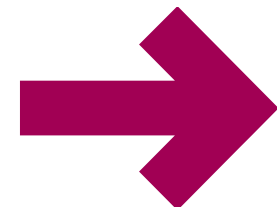


# Veterans Trauma Network



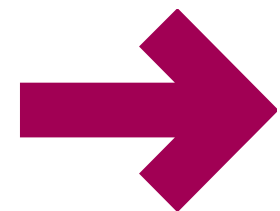
- Designed to provide more specific care for veterans
- Utilises major trauma centres with military or ex military staff and/or expertise
- Referral by Pt's GP

[england.veteranstraumanetwork@nhs.net](mailto:england.veteranstraumanetwork@nhs.net)



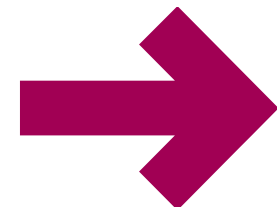
# Families

- Often forgotten
- Armed Forces Covenant
- Need to do more



# What this means for armed forces families and veterans

- Continued access to all NHS services – commissioned, developed and delivered locally
- Improved access to specialised prosthetic services and the Veterans Trauma Network
- Enhanced veterans mental health services with increased provision
- Acute trusts collaborating on armed forces health issues through the Veterans Covenant Hospital Alliance – veteran aware hospitals (25 to date, including Brighton and Sussex University Hospitals)
- Increased access to veteran friendly GP practices, supporting improved care for veterans and their families (over 100 to date)
- Partnership working with the Ministry of Defence (MOD) and charities on high dependency patients
- Continued health-professional training across Royal Colleges to raise education, awareness and context
- Improved care for veterans in custody, prison, on remand and when leaving prison with health and wellbeing support for their families and carers
- Introduction of care coordinators for serving personnel and their families / carers leaving the armed forces to support a smooth transition to NHS care
- Better understanding and joint working with the MOD on safeguarding for families, carers and children



# Thank you

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