

A silhouette of a soldier in a field at sunset. The soldier is wearing a helmet and a backpack, looking out over a field of tall grasses. The sky is a mix of blue, orange, and red, suggesting a sunset or sunrise. The soldier's figure is dark against the lighter background.

Staff information Veteran Aware NHS trust

March 2021

Chesterfield Royal Hospital NHS Foundation Trust is working towards becoming accredited as Veteran Aware

Our Veteran Aware pledges

- We strive to be an exemplar of the best care for veterans and their families.
- We encourage all patients to let us know if they have ever served in the UK armed forces so that we can best support their care needs.
- We are committed to learning from our patients and their families to improve quality of care.

Improving veteran care across the NHS

Chesterfield Royal Hospital NHS Foundation Trust is working towards become a member of the Veterans Covenant Healthcare Alliance (VCHA). The VCHA is a network of over 40 NHS providers that have volunteered to share and drive the implementation of 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 should veterans and their families expect from us?

We are committed to applying the Armed Forces Covenant and giving special consideration where appropriate. All staff will be able to explain the health commitments of the Armed Forces Covenant. All relevant staff will be trained and educated in veterans' needs. If you haven't been trained, please speak to Claire Lambie, or email her on claire.lambie@nhs.net. Relevant staff will ask patients if they or a close family member serve or have ever served in the UK armed forces, so that the hospital can best support their care needs and refer to other services.

Identifying patients who are veterans

We are developing a flag system on Medway. We would encourage staff to ask patients on admission. Have they ever served in the Armed Forces? Are they currently serving? Are they a dependant of someone who is serving?

Services at Chesterfield Royal Hospital NHS Foundation Trust

Champion: Please see Claire Lambie for more information – claire.lambie@nhs.net

Chesterfield Royal British Legion Chairman Peter Fairey -
peterfairley3pg@talktalk.net

Chesterfield Armed Forces and Veterans ' Hub – Elizabeth Gaunt MBE 01246 343186
Elizabeth.gaunt-mbe@dwp.gov.uk

Other local services for referral

- The Veterans' Gateway is a first point of contact for veterans and their families and can put them in touch with the organisations best placed to help with the information, advice and support they need. The Veterans' Gateway can be contacted by phone (0808 802 1212), text (81212) or online at www.veteransgateway.org.uk.
- NHS Transition, Intervention and Liaison mental health Service (TILS) is for veteran and armed forces personnel approaching discharge. The service provides a range of treatment, from access to early support to therapeutic treatment for complex mental health difficulties and psychological trauma. It also provides help, where appropriate, with other problems, for example money, employment or housing. 0300 323 0137 Midlands or East of England.

The Veterans and Families' Directory of Services is an online and searchable map of services for the Armed Forces community. All NHS staff can access the app at www.vfds.co.uk

The Veterans' Trauma Network provides specialist care to veterans with service-specific injuries. Veterans benefit from a personalised care plan implemented by top military and civilian trauma experts in health centres across England. Referrals can be made via a GP at england.veteranstraumanetwork@nhs.net. For more information, visit blesma.org.

The Royal British Legion Veterans' Hearing Fund provides additional support for hearing loss and/or tinnitus relating to time in service. The fund can be accessed via a GP referral to the relevant local NHS audiology department or by downloading an application form from www.rbl.org.uk/vmf.

The Royal British Legion has a Veterans' Mobility Fund, which provides specialist wheelchairs, orthotic equipment and other mobility-related items for veterans who have a serious physical injury and whose needs cannot be met through statutory services.

Eligibility for the fund requires the condition to be attributable to service and typically applicants will be in receipt of a War Pension or relevant award under the Armed Forces Compensation Scheme. To find out more, visit www.rbl.org.uk/vmf.

How can veterans get a job in the NHS?

The NHS can benefit significantly from the skills and experience veterans and reservists bring from military training and service. As we work towards the Veteran Aware hospital we support the employment of veterans and reservists in the NHS workforce and will be involved in either the 'Employer Recognition Scheme' or the 'Step Into Health' scheme. More information is available at www.militarystepintohealth.nhs.uk

To learn more about the Veterans Covenant Healthcare Alliance and what it means for NHS trusts to be Veteran Aware, please visit: gettingitrightfirsttime.co.uk/veterans