

## Midlands and East Veterans Service

### West Midlands Hub

Linked to Departments  
of Community Mental  
Health Donnington ★

- 1 Stoke on Trent
- 2 Shropshire
- 3 Telford & Wrekin
- 4 Warwickshire
- 5 Worcestershire
- 6 Dudley
- 7 Herefordshire
- 8 Sandwell
- 9 Solihull
- 10 Birmingham
- 11 Staffordshire
- 12 Walsall
- 13 Wolverhampton

### East Midlands Hub

Linked to Departments  
of Community Mental  
Health Cranwell ★

- 1 Lincolnshire
- 2 Nottinghamshire
- 3 Derby & Derbyshire
- 4 Leicester & Leicestershire
- 5 Northamptonshire
- 6 Rutland
- 7 Milton Keynes

### North Essex and East Anglia Hub

Linked to Departments  
of Community Mental  
Health Colchester ★

- 1 Norfolk
- 2 Suffolk
- 3 Cambridgeshire
- 4 Hertfordshire
- 5 County of Hertfordshire
- 6 Luton
- 7 Bedford
- 8 Central Bedfordshire
- 9 Thurrock
- 10 Essex
- 11 Southend on Sea
- 12 Peterborough

## Contact Us

### Self-referral

Single point of entry – 0300 323 0137

24/7 helpline – 0300 323 0139

### Professional referral

Email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net) to request a referral form  
from Mental Health Matters

## In crisis

If you are in crisis and need urgent help, contact your  
GP, or go to A+E and ask to be seen by the mental  
health liaison team.

Alternatively, call Combat Stress 24/7 free helpline  
or access the Big White Wall.

If you require this publication in a different format  
or language please contact the Equality and  
Diversity Department on 024 7653 6802.



# 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.



To make a referral for health care,  
social care or welfare, professionals  
should contact Mental Health Matters.

Please ensure you have discussed the  
referral with your patient and gained  
their consent prior to making a referral.

## MOD (Defence Primary Health Care) Referrals

Are you referring service personnel who  
are being discharged from the military?  
If so, the Medical Officer or DCMH Lead  
Clinician will complete the full referral  
form (available from your local NHS  
Veterans Hub or the MHM website) and  
return to MHM.

Following receipt of your referral to  
MHM, it will be screened and allocated  
to the appropriate NHS Veterans Hub.

A clinician from the Veterans Hub  
will contact your patient and offer a  
comprehensive and holistic assessment  
of need within 10 working days.  
Assessments will take place at the hub,  
the patients home, Skype, or one of the  
many alternative sites depending on  
what the patient prefers.

A care plan will be co-produced,  
specifically tailored to each individual  
and highlighting both their identified  
needs and the relevant agencies that  
can meet them, utilising the many  
military charities.

In partnership with



NHS England has commissioned a new Transition, Intervention and Liaison Service for those leaving the Armed Forces (in transition) and any Veteran of HM Armed Forces. The Midlands and East regions service is a unique collaboration of three NHS Trusts and two credible charities, Mental Health Matters (MHM) and Walking with the Wounded (WWTW).

The service operates a single point of enquiry run by Mental Health Matters, who process all professional and self-referrals and allocate patients to the appropriate NHS Veterans Hub.

In exceptional cases, where the veterans experience significant difficulty accessing NHS support, Walking with

the Wounded will provide private funded psychology treatment.

Coventry and Warwickshire Partnership NHS Trust (CWPT), Lincolnshire Partnership Foundation NHS Trust (LPFT), and Essex Partnership University Foundation NHS Trust (EPUT) veteran hubs are staffed by highly skilled clinicians, many of whom are veterans or ex-MOD Civil Servants. They are able to ensure a culturally sensitive service and have extensive knowledge of the additional charities and organisations that work with military veterans.



MHM was established 32 years ago by families and carers in the North East to provide support and care for people they loved with mental health problems. Today they have grown into a major national organisation supporting people with learning disabilities, drug and alcohol and other problems, as well as a core client group of people with mental health needs, across the UK through a range of evidence based and innovative services.

They provide support to more than 60,000 people every year, covering many aspects of their lives: from psychological and well-being therapeutic recovery interventions through to everyday employment, housing, independent and community support needs. They aim to enable each individual to recover and / or move towards their own independence and wellbeing. MHM also seeks to strengthen the voice, rights and independence of their users, their carers and their friends and families and to challenge the stigmas and negative attitudes that are still associated with mental health, learning disability and addiction.

Walking With The Wounded (registered charity in England and Wales No. 1153497) provides support to our wounded to assist them back into work outside the Armed Forces. Through a number of programmes, and collaborations with other charities, WWTW focuses on helping individuals receive the right advice, training, skills, mentoring and understanding of the job market in order to find a new career outside the military, providing them and their family with the security they deserve after their service to our country.



The Armed Forces Covenant is an agreement between our Armed Forces, the Government and our nation. It sets out two key principles which the Department of Health directs all NHS services to upload:

- The veteran must not be disadvantaged in accessing healthcare due to their military service.
- They should be prioritised for service related conditions (mental health or physical).

CWPT, LPFT and EPUT Veteran Hubs are staffed by highly skilled clinicians, many of whom are veterans or ex-MOD civil servants. They are able to ensure a culturally sensitive service and have extensive knowledge of the additional charities and organisations that work with military veterans.

### Eligibility for Veterans' Mental Health TIL Service Midlands and East

- Any military veteran. A veteran is defined as: anyone who has served one day in HM Armed Forces or Merchant Navy.
- The veteran is currently experiencing a mental health problem and requires a specialist assessment and signposting to relevant services.