

Welcome:

Supporting Veteran Health in Primary Care

Start time: 13:00

Veterans Health: A GP Perspective

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Medical Director at Wessex LMCs

My experience of on caring for military veterans and their families

- National Service
- Falklands
- Afghan
- Asking the question may open the door to seeking help
- Uncover unmet need

Why did we become a veteran friendly practice?

- Geography
- Personal connections
- Chance to improve knowledge and care
- In line with NHS Long Term Plan (health needs and inequalities)
- CQC

How has this changed how we care and support veterans?

- Greater staff awareness of patient needs and available resources (NHS & Charity)
- Explain illness and illness behavior
- Awareness of impact on wider family
- Read Code
- Secondary Care referrals
- Uncovering unmet need

Resources

(a lot out there but knowing where to find them)

- Veterans Mental Health Services
- Veterans Mental Health Transition and Intervention and Liaison Service (TILS)
- Veterans Mental Health Complex Treatment service
- Veterans Trauma Network
- Prosthetics
- Veterans Covenant Health Alliance
- Mobility equipment support
- The Armed Forces Healthcare Navigator

Veterans' Gateway

Veterans' Gateway is for any ex-service personnel and their families looking for advice or support, 24 hours a day. It is the first point of contact to a network of military and non-military partner organisations to help veterans and their families find exactly what information, advice and support they need, when they need it - across key areas from physical and mental health to employability, housing, finances, personal relationships and more.

For more information, visit the Veterans' Gateway website

www.veteransgateway.org.uk/

or call **0808 802 1212**.

Cobseo (Confederation of service charities)

- 255 member charities
- Single point of contact for interaction with the Armed Forces community

Charities

- Help for Heroes
- Combat Stress
- Royal British Legion Hearing fund
- Blesma (Limb or sight loss)

RCGP Veterans' Healthcare Toolkit



The screenshot shows the RCGP website's 'Veterans' Healthcare Toolkit' page. At the top, the RCGP logo and navigation menu are visible. The main heading is 'Veterans' Healthcare Toolkit', accompanied by a photo of a veteran in military uniform walking with a woman. Below the photo, there is introductory text about the toolkit's purpose and a list of key sections: 'Our duty to the Armed Forces community', 'Dedicated services for veterans', and 'Other services available to veterans'. The 'Veterans' Gateway' section is expanded, providing details about the 24-hour support service. The 'Veterans First Point - Scotland' section is also visible, describing a 'One Stop Shop' for veterans and their families. A 'Contact' section at the bottom mentions a group of charitable, support and advice organizations.



Supporting Veterans in General Practice

Rob Munro
Senior Programme Lead
NHS Dorset CCG



Terminology

Armed Forces Community:

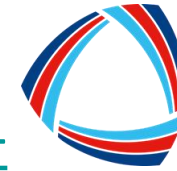
- Regular Personnel
- Reservists
- **Veterans**
- Families of Regular Personnel, Reservists and Veterans
- Bereaved

General Practice vs Primary Care Networks

Royal College General Practice Veteran Friendly Practices

Link to RCGP Veteran Friendly GP Practices page:

<https://www.rcgp.org.uk/clinical-and-research/resources/a-to-z-clinical-resources/veteran-friendly-gp-practices.aspx>



Armed Forces Veteran
friendly accredited
GP practice

5 criteria for signing up:

- Ask new patients if they have ever served in the military
- Code veteran status on the clinical system
- Nominate a Clinical Lead
- Attend Training
- Maintain a CQC 'good' rating or higher

Benefits of Coding

Ask the question!

- New Patient Registration

Heading	SystemOne Code	SNOMED Code	Remarks
Military Veteran	XaX3N	753651000000107	Parent Code
Army Veteran	XadCL	986751000000107	Child Code
Royal Air Force Veteran	XadCN	986781000000101	Child Code
Royal Marines Veteran	XadCQ	986831000000106	Child Code
Royal Navy Veteran	XadCP	986811000000103	Child Code

- Opportunistically – recognise clues: 24hr clock, ‘brew’ instead of a ‘cup of tea’, hearing loss, MSK at a younger age than might be expected?
- Proactively – Hadleigh Practice: SMS through patient comms system

Reluctance from some individuals: champion the benefits

Actions to take

Sign up to the RCGP scheme

Code consistently

Align work to other initiatives/programmes of work

Share good practice with colleagues

Ask the question!



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

NHS Ve
Interve

NHS Veterans' Mental Health Transition, Intervention and Liaison Service




Who do I refer?

Assessment for military personnel who are:

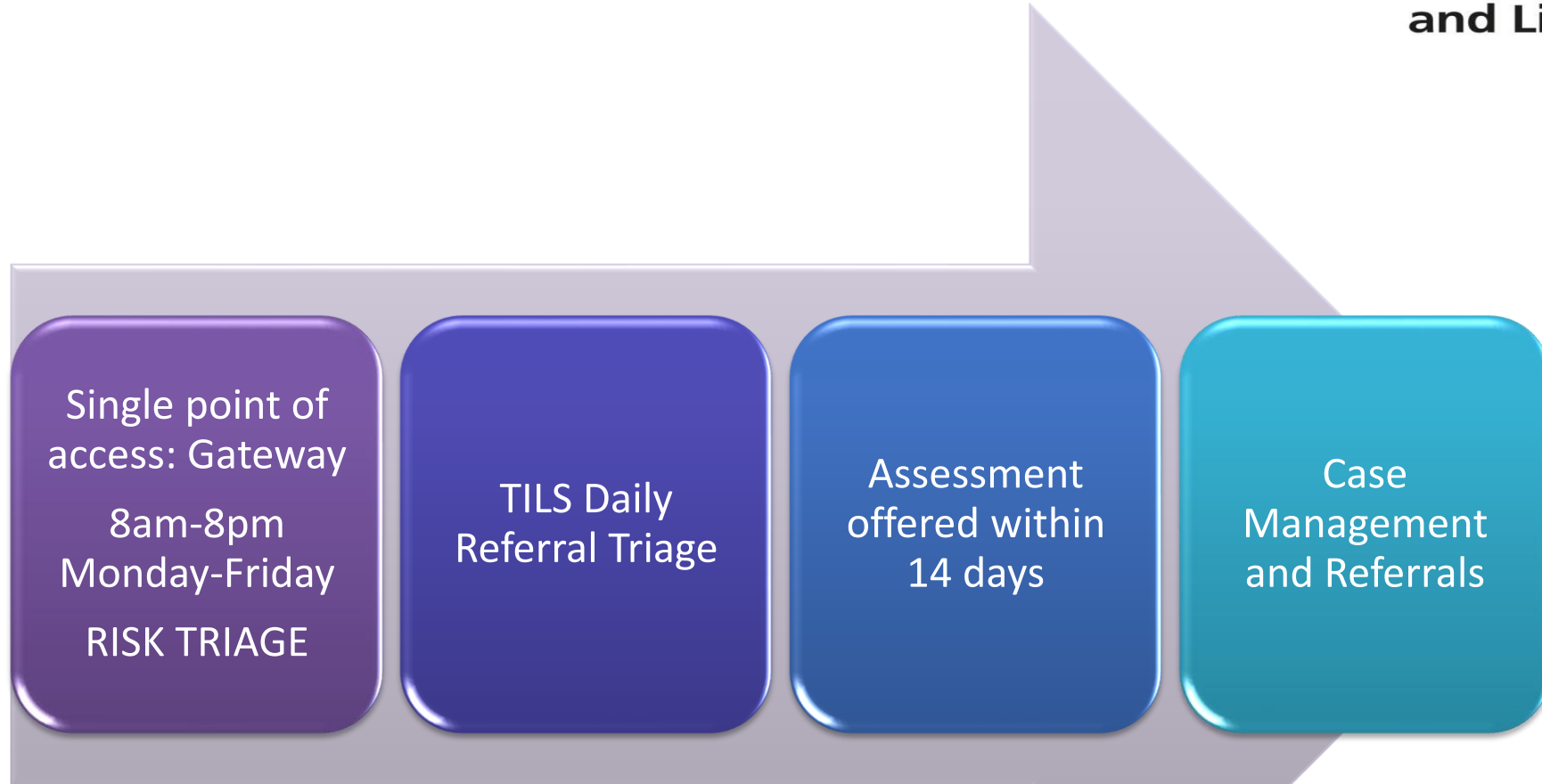
- Leaving and have discharge date (within 3 months of referral)
- Veterans (including Reservists)
- Has a GP and is living in the South Central Region – Berkshire, Hampshire incl IOW, Oxfordshire and Buckinghamshire
- Has a GP and is living in the South West Region –Wiltshire, Gloucestershire, Bristol, Devon, Dorset, Somerset, Cornwall, Isle of Scilly.

Who can refer:

- Any professional working with the person
 - Self-referrals & families
 - Third Sector (Charities)
- 

Care Pathway

Veterans' Mental Health
Transition, Intervention
and Liaison Service



Referral process

How to refer:

- Complete referral form
- Single point of access referrals:
 - Tel: 0300 365 2000
 - Email: gateway@berkshire.nhs.uk

For queries / case discussion:

- South Central TILS Tel: 0118 214 3262
- Email: sc.veterans@nhs.net

<https://www.berkshirehealthcare.nhs.uk/veterans-tils>

- South West TILS Tel: 0300 555 0112
 - Email: awp.swveterans@nhs.net Tel: 0300 555 0112
- <http://www.awp.nhs.uk/services/specialist/veterans/>

Thank you

Presentation slides can be accessed by logging into the Wessex LMCs website and clicking on the event booking page:

<https://www.wessexlmcs.com/events/11673>