



The Veterans Mental Health
and Wellbeing Service

Mental health support for veterans

A specialist service for ex-armed forces; veterans; families/carers and service personnel who are approaching discharge, to support and recognise the early signs of mental health problems

Information for referrers



For veterans

Improved NHS veterans' mental health services are available across England. These services provide a range of treatment and support which includes recognising the early signs of mental health problems and providing access to early treatment and support, as well as therapeutic treatment for complex mental health difficulties and psychological trauma. Patients are also provided with help, where appropriate, with employment, finances, reduction in substance misuse or other addictive behaviours housing, and social support.

To access these services, the individual must meet the following criteria:

- be resident in England
- have served in the UK armed forces for a full day (or be a family member/carer who is experiencing difficulties relating to time and experiences of Military service)
- be registered with a GP practice in England or be willing to register with a GP
- be able to provide your military service number or another form of acceptable proof of eligibility.

We accept self-referrals or referrals via a health care professional or service charity.

Upon receipt of referral, a triage will be completed with a qualified Op COURAGE clinician within 1 working day. If indicated, an initial assessment with our service will be completed within 5-10 working days, depending on clinical need as determined within Op COURAGE. These appointments are available via telephone, video/online platform, or face to face, with flexibility to meet individuals needs where possible.

Contact details

The North of England region has a single point of contact.

Tel: **0300 373 33 32**

Email: opcourageNORTH@cntw.nhs.uk

The phone line is operational 24 hours a day, 7 days a week.

From 8am-8pm this will be directed to an Op COURAGE team member, out of hours this will be overseen by staff from Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

Once a case is allocated to a regional team the direct service contact details will be provided for continued contact and liaison.

Other services for veterans

Combat Stress, the leading veterans' mental health charity

Helpline for veterans, serving personnel, and their families. If you're currently serving, or have served in the UK Armed Forces, Combat Stress provide a 24-hour helpline which you can call for emotional support and advice: 0800 138 1619

This is not a crisis service. If you call and you are in crisis, Combat Stress will direct you to someone who can help, like Samaritans or A&E department at your local hospital.

MOD Military Mental Health Helpline

For serving personnel and their families.

A 24-hour helpline service for serving troops and their families. This helpline is operated by Combat Stress. **0800 323 4444**

Royal British Legion (RBL)

The Royal British Legion helps members of the Royal Navy, British Army, Royal Air Force, veterans, and their families. Support starts after one day of service and continues through life, long after service is over for dependents and carers too. Contact the helpline team on **0808 802 8080**.

Samaritans

The Samaritans are available around the clock – 24 hours a day, 365 days a year. No matter what you're going through, you can call. You don't have to be suicidal. Call **116 123** for free, any time, on any phone

SSAFA – The Armed Forces Charity

SSAFA provides practical, emotional, and financial support for those who serve or have served. Tel: **020 7403 8783**

Togetherall

Togetherall is a safe, online community where people support each other anonymously to improve mental health and wellbeing.

All armed forces personnel, veterans, and their families (16+) also have free access.

<https://togetherall.com/en-gb/>

Op RESTORE: The Veterans Physical Health and Wellbeing service

Op RESTORE is a service for anyone who has served at least one day in the UK Armed Forces and as a result of their service, acquired a significant, lasting physical illness or injury. Op RESTORE will continue to accept only GP referrals; GPs can obtain a referral form by emailing imperial.oprestore@nhs.net

Op RESTORE uses a network of both civilian and military consultants, along with welfare support from military charities to support veteran's health using a holistic approach. Whilst Op RESTORE cannot shorten NHS waiting times, it seeks to ensure the veteran 'waits well' and is seen by the most appropriate clinician for their needs. Tel 0808 8028080

For more information: www.nhs.uk/armedforceshealth

Veterans UK

The MOD's Veterans UK helpline can provide support with many issues including benefits, housing and welfare.

Normal opening hours are 8am-5pm, Monday to Friday. **0808 191 4218**

Veterans' Gateway

The Veterans' Gateway is a useful point of contact for whatever support you need. It's available 24/7 and can signpost you to relevant services.

Many of the team are veterans themselves so understand the issues people face after leaving the armed forces. **0808 802 1212**

www.veteransgateway.org.uk

Walking with the Wounded

Walking with the wounded (WWTW) delivers employment, mental health, care coordination and volunteering programmes in collaboration with the NHS. WWTW's purpose is to get those who served, and their families, whether mentally, socially, or physically wounded, back on their feet and making a positive contribution once more. We believe that those who served, deserve.

01263 863 900

<https://walkingwiththewounded.org.uk/>

Contact us

For more information about our service, contact OpCourage- The Veterans Mental Health and Wellbeing Service on Tel: **0300 373 33 32** or email OpCOURAGENORTH@cntw.nhs.uk

For further information on Op COURAGE: The Veterans Mental Health and Wellbeing Service, visit www.nhs.uk/opcourage

For more information on NHS services for veterans, visit the NHS website at www.nhs.uk/armedforceshealth

North of England Team

Service provided by:

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust

Tees, Esk and Wear Valleys NHS Foundation Trust

Pennine Care NHS Foundation Trust

Leeds and York Partnership NHS Foundation Trust

Humber Teaching NHS Foundation Trust

Walking With The Wounded

Combat Stress