



# Veteran Aware Information Leaflet

**Mersey and West Lancashire (MWL) Teaching Hospitals is proud to be a Veteran Aware healthcare provider.**

Please let a member of staff know if you, or your spouse/partner, currently serve or have ever served in the UK armed forces so that we can best support your care needs.

MWL is a member of the Veterans Covenant Healthcare Alliance, sharing and driving best practice in NHS care for the Armed Forces Community.

The Armed Forces Covenant states that serving personnel, reservists, spouses and dependents should not face disadvantage compared to other citizens when accessing health services.

For example, if you are moving and you are on an NHS waiting list.

Veterans may also be entitled to priority access to NHS care for health conditions associated with their time in service, subject to clinical need.

## **What you can expect from us:**

- We are committed to ensuring no disadvantage and to giving special consideration where appropriate.
- We have educated and trained all relevant staff to identify and respond to the specific needs of the Armed Forces Community.
- We support the UK Armed Forces Community as an employer.

Here at MWL we will put you in touch, or refer you, to organisations and services best placed to help with information, advice and support.

### **Veterans' Gateway**

First point of contact for veterans and their families providing information, advice and support. 0808 802 1212 or text 81212 or visit [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)

### **SSAFA**

Welfare, health and support services, for the UK military's serving personnel, veterans, and their families. 0800 731 4880 or visit [www.ssafa.org.uk](http://www.ssafa.org.uk)

### **Royal British Legion**

Welfare, health and support services, for the UK military's serving personnel, veterans, and their families. 0808 802 8080 or visit [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

### **NHS Veterans' Trauma Network**

Provides specialist care to veterans with physical injuries related to their time in service. [www.nhs.uk/nhs-services/armed-forces-community/veterans-service-leavers-non-mobilised-reservists](http://www.nhs.uk/nhs-services/armed-forces-community/veterans-service-leavers-non-mobilised-reservists)

### **NHS OP Courage - Veterans' Mental Health and Wellbeing Service**

OP Courage is for serving personnel approaching discharge, and for veterans. The service provides a range of treatment, from access to early support, to therapeutic treatment for complex mental health difficulties, and psychological trauma.

Email: [OpCourageNORTH@cntw.nhs.uk](mailto:OpCourageNORTH@cntw.nhs.uk)

Telephone: 03003 733 332

### **Working for the NHS**

The NHS benefits significantly from the skills and experience of the Armed Forces Community, and Veteran Aware organisations support the employment of this community in the NHS. Find out more about careers in the NHS at [www.militarystepintohealth.nhs.uk](http://www.militarystepintohealth.nhs.uk)

If you are already working in the NHS, MWL has the following available for staff to access:

- Armed forces staff network
- Armed forces intranet page
- Staff health and wellbeing support package

### **For more information please:**

- Contact MWL's designated veterans and armed forces DYAD, their contact details are:
  - Peter Williams: [Peter.Williams3@sthk.nhs.uk](mailto:Peter.Williams3@sthk.nhs.uk)
  - Carol Fowler: [Carol.Fowler@MerseyWestLancs.nhs.uk](mailto:Carol.Fowler@MerseyWestLancs.nhs.uk)
  - Darren Mooney: [Darren.mooney@sthk.nhs.uk](mailto:Darren.mooney@sthk.nhs.uk)
- Visit our webpage for armed forces and veterans:  
[www.merseywestlancs.nhs.uk/veteran-aware](http://www.merseywestlancs.nhs.uk/veteran-aware)

Here at MWL, we are committed to continually learning from our patients and their families, to improve the care and experience we provide. If you have any feedback or suggestions, please contact the patient experience and inclusion team by email ([patientexperienceandedi@sthk.nhs.uk](mailto:patientexperienceandedi@sthk.nhs.uk)) or telephone, 0151 290 4336.