



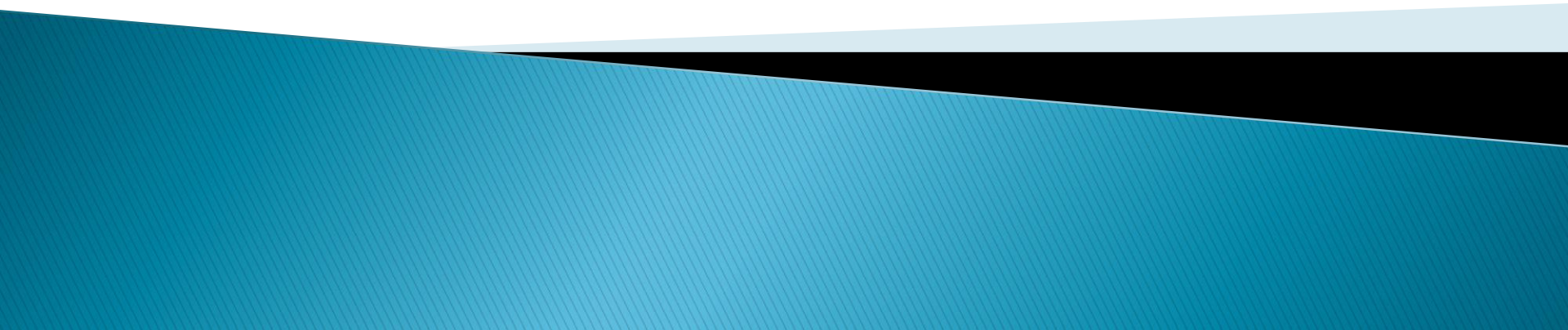
**Lincolnshire Partnership**  
NHS Foundation Trust

**OpCOURAGE**



The Veterans Mental Health  
and Wellbeing Service

Specialist care and support for Service leavers,  
reservists, veterans and their families  
[www.nhs.uk/opcourage](http://www.nhs.uk/opcourage)



# The National Picture

**Op**COURAGE

**NHS**

**The Veterans Mental Health and Wellbeing Service**

## The first call for help takes courage

**Op COURAGE: The Veterans Mental Health and Wellbeing Service**

Specialist care and support for Service leavers, reservists, veterans and their families

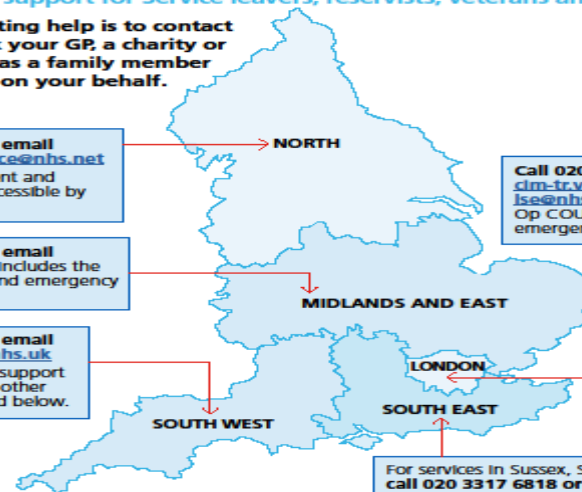
The first step to getting help is to contact Op COURAGE or ask your GP, a charity or someone else, such as a family member or friend, to do this on your behalf.

### Contact details:

Call 0303 123 1145 or email [ntawnt.veteransservice@nhs.net](mailto:ntawnt.veteransservice@nhs.net)  
The Op COURAGE urgent and emergency service is accessible by healthcare referral only.

Call 0300 323 0137 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net) (includes the Op COURAGE urgent and emergency service).

Call 0300 365 2000 or email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk)  
Urgent and emergency support is currently provided by other NHS services, as detailed below.



Call 020 3317 6818 or email [dm-tr.veteranstilservice-lse@nhs.net](mailto:dm-tr.veteranstilservice-lse@nhs.net) (includes the Op COURAGE urgent and emergency service).

For services in Sussex, Surrey or Kent, call 020 3317 6818 or email [dm-tr.veteranstilservice-lse@nhs.net](mailto:dm-tr.veteranstilservice-lse@nhs.net)

For services in Hampshire, the Isle of Wight, Berkshire, Oxfordshire or Buckinghamshire, call 0300 365 2000 or email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk)

For the Op COURAGE urgent and emergency service, call 023 9438 7924 or email [snhs.veteranshis.se@nhs.net](mailto:snhs.veteranshis.se@nhs.net)

### Urgent and emergency support from other NHS services

If you experience a mental health crisis you can also get help by dialling 111, booking an emergency GP appointment, visiting A&E or calling 999. If you are still serving, you can also call the Military Mental Health Helpline on 0800 323 4444.

### Register with a GP

If you've left the military, it is important to register with an NHS GP and tell them that you've served in the Armed Forces so you can access dedicated services for veterans. To find your nearest GP visit [www.nhs.uk](http://www.nhs.uk).

For further information on Op COURAGE: The Veterans Mental Health and Wellbeing Service, visit: [www.nhs.net/opcourage](http://www.nhs.net/opcourage)

# The partnership



**Lincolnshire Partnership**  
NHS Foundation Trust



**Coventry and  
Warwickshire Partnership**  
NHS Trust



**Essex Partnership University**  
NHS Foundation Trust



**Birmingham and Solihull  
Mental Health**  
NHS Foundation Trust



# The services



3 elements of **OpCOURAGE** specialist veterans care

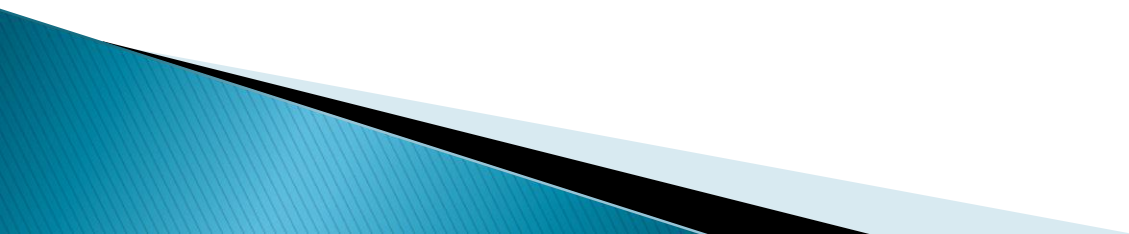
(to operate in conjunction with mainstream services)

- ✓ TILS (Transition, Intervention & Liaison) – front door and gatekeeper for CTS
- ✓ CTS (Complex Treatment Service)
- ✓ HIS (High Intensity Service)

# Who can we support



- ▶ Any person who has served at least one day in the UK Armed Forces!
- ▶ Any service person who has a discharge date from the military.



# Why veterans need us



**We understand that at times of crisis veterans may experience a range of very strong emotions such as:**

- ▶ Anxiety and fear
- ▶ Depressed and hopeless
- ▶ Anger or even rage
- ▶ Alcohol/substance Misuse
- ▶ Self-harm or suicidal thoughts
- ▶ Insomnia
- ▶ Paranoia
- ▶ Loneliness

**Veterans may also need support with a number of other issues :**

- ▶ Housing
- ▶ Debt
- ▶ Benefits
- ▶ Physical health
- ▶ Employment
- ▶ Social activities
- ▶ Compensation
- ▶ Relationships
- ▶ Adjustment to civilian life

# TILS



- ▶ Set up to support veterans to access the most appropriate support
- ▶ To support serving personnel with identified mental health needs transitioning out of the military
- ▶ Any person considered to be a veteran of the Army, RAF and NAVY as well as the Merchant navy regardless of length of service

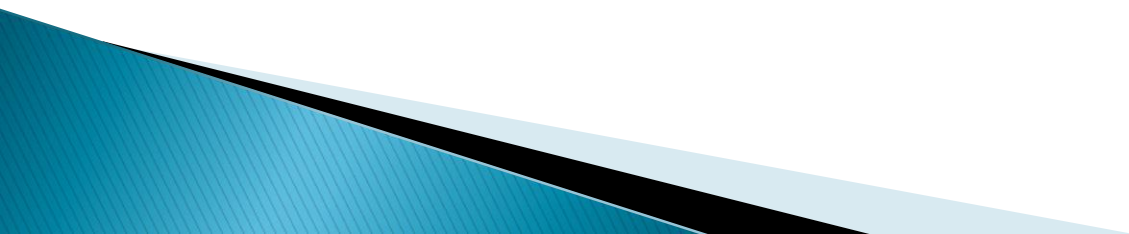
# TILS



- ▶ We offer a holistic veterans specific assessment
- ▶ We provide onward referrals to NHS, Social Care, Voluntary Sector and military organisations
- ▶ We offer support to other services to enhance the care that other organisations are providing.



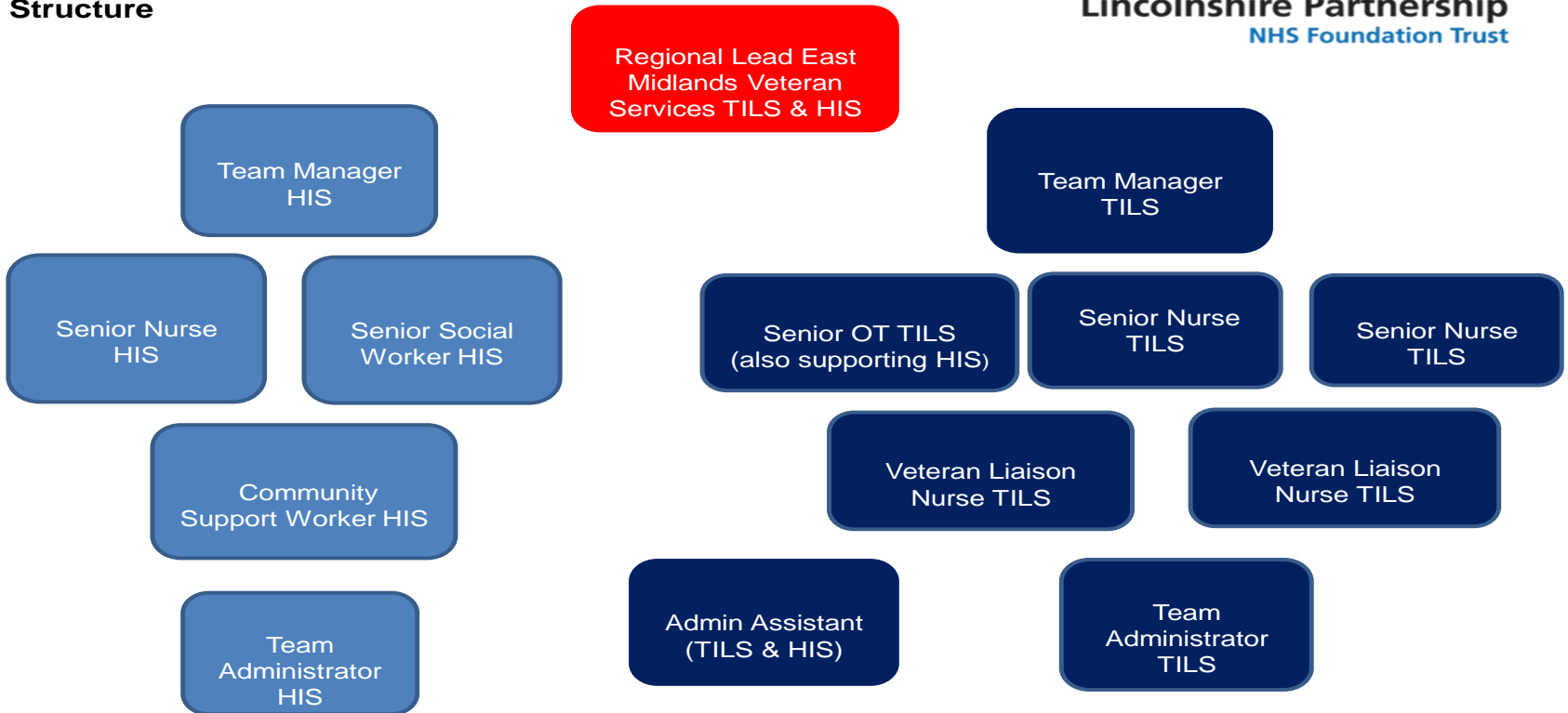
# The Armed Forces Covenant



# Lincoln Hub

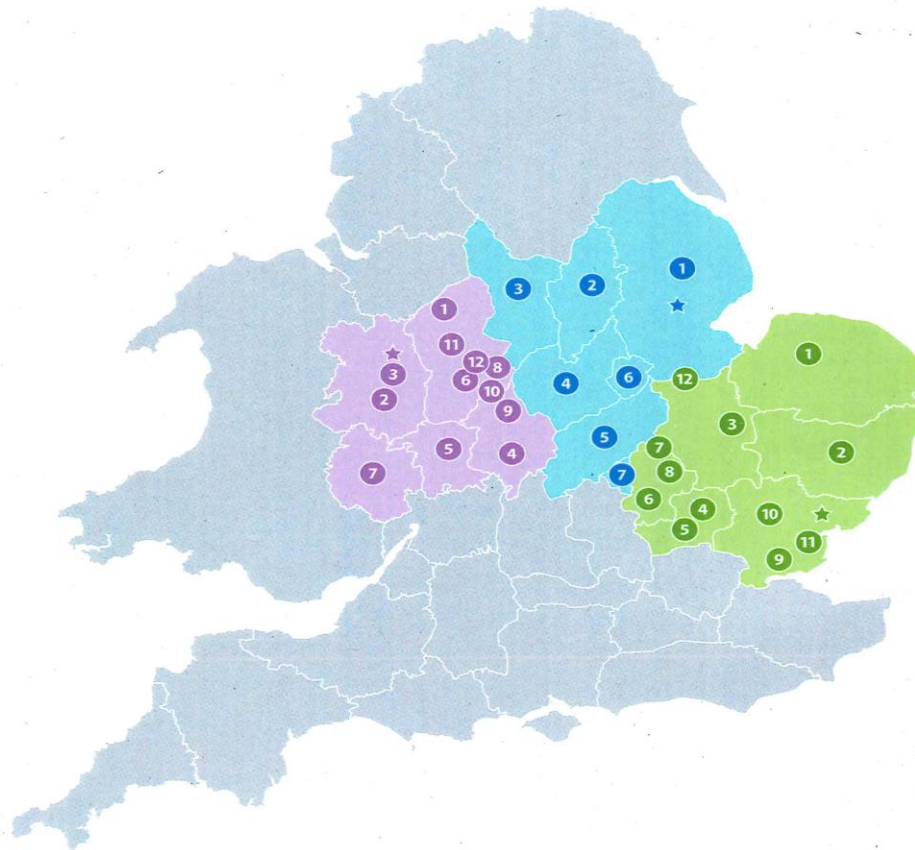


## VETERANS MENTAL HEALTH SERVICES Transition, Intervention & Liaison Service (TILS) & High Intensity Service (HIS) Organisational Structure



**Lincolnshire Partnership**  
NHS Foundation Trust

# TILS - Area covered



## 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 Hertfordshire
- 8 Sandwell
- 9 Solihull
- 10 Birmingham
- 11 Staffordshire
- 12 Walsall

**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



## HIS – Our Aims

- We expect to, and want to, support Veterans with the most complex mental health needs
  - There is no criteria which will prevent HIS working with a veteran

# HIS



- ▶ Identified a need for intensive support for veterans
- ▶ Flexibility in time and capacity to work with individual veterans and their carers
- ▶ Identify specific needs or reasons why they have struggled to engage with services

# HIS



- ▶ Improve access and support to those requiring urgent and emergency mental health treatment
- ▶ Join up current pathways and deliver improved outcomes for veterans with mental health conditions
- ▶ Deliver service in line with the strategic care principles set out by Armed Forces Health

# Midlands Patch



Staffordshire, Shropshire, Telford and Wrekin, West Midlands

## Foundation Trust

- 1 Staffordshire
- 2 Shropshire
- 3 Telford and Wrekin
- 4 West Midlands

## Lincolnshire Partnership NHS Foundation Trust

- 1 Lincolnshire
- 2 Nottinghamshire
- 3 Derbyshire
- 4 Rutland
- 5 Northants

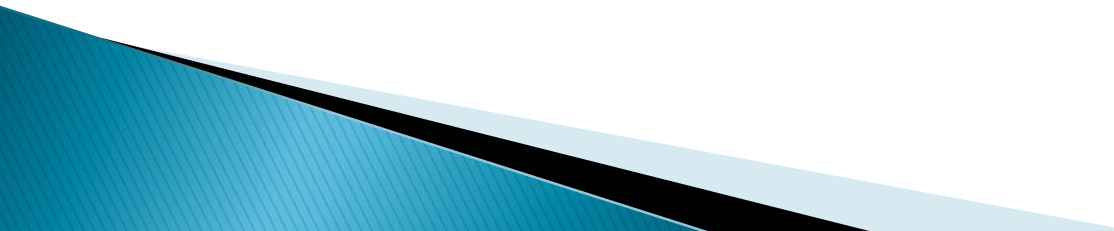
## Coventry and Warwickshire Partnership Trust

- 1 Herefordshire
- 2 Worcestershire
- 3 Coventry and Warwickshire
- 4 Leicestershire

# What can you do



- ▶ Ask if someone is a veteran
- ▶ Offer them the option of a referral to our services
- ▶ Have awareness of and support the principles of the Armed Forces Covenant
- ▶ Call us if you want to discuss any concerns





# Referrals



- ▶ Referral to TILS and HIS is through Mental Health Matters by calling 0300 323 0137 or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net) to request a referral form from Mental Health Matters.
- ▶ Veterans have access to 24 hour Emotional Support Line
- ▶ More information at [Veterans' mental health :: Lincolnshire Partnership NHS Trust \(lpft.nhs.uk\)](http://Veterans' mental health :: Lincolnshire Partnership NHS Trust (lpft.nhs.uk))

