

Health and Social Care Access for Veterans' Families

This session aims to provide an understanding of the issues that Service families may experience when transitioning back to civilian life. The session also aims to provide an overview of the configuration of a 'Veteran's family' and to provide an understanding of how their experiences within the Armed Forces and on leaving the Services may impact on their access to health and social care provision.

Healthcare for Serving Personnel

This session will describe how healthcare is accessed by those employed in the Armed Services, the main healthcare issues and the considerations for NHS staff when treating Serving personnel and their families.

Health Education England (HEE) are developing a film and other resources to support this delivery.

This eLearning is for the whole GP practice workforce (clinical and non-clinical members of staff), at all grades, as all members of staff will come into contact with Veterans and their families.



What should I do next?

- Take a look at the eLearning modules available
- Ensure that when conducting new patient interviews, members of staff ask:
Have you ever served?
Are you currently serving as a Reservist?
Are you a family member, or carer of, someone who has served?
Are you a family member of someone who is a Reservist?
- Ensure there is an identified Read code. i.e. 'History Relating to Military Service', to be used for these patients. For the North West this code is **13Ji** (with no dot after it)

Useful links:

Include link to resources pack/ page on HEE:

Meeting the Healthcare Needs of Veterans: a guide for general practitioners:
<http://eastmidlandsveteranservice.co.uk/downloads/meeting-the-healthcare-needs-of-veterans.pdf>

Information correct as of January 2017

Veterans and GP Practices

A Guide for GP staff



Veterans, Reservists and the NHS

The Armed Forces Covenant is a Government framework for the duty of care Britain owes to its Armed Forces. This document says that:



“those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those have given most such as the injured and the bereaved”

The Armed Forces Covenant

It also says that Veterans should receive priority treatment from the NHS, “where it is related to a condition which results from their service in the Armed Forces”.

- [The Armed Forces Covenant](#)
- [The Covenant in Numbers 2016](#)
- [The Armed Forces Covenant GovUK](#)

What can I do to learn more about Veterans?

HEE's online eLearning platform ([eLearning for Health](#)) is a high quality provider of online learning, free of charge for the NHS workforce across the UK.

This includes an eLearning programme called 'NHS Healthcare for the Armed Forces' designed to highlight both the similarities and the differences to allow healthcare personnel to understand both the context of military life and also how to appropriately respond to patient need. The programme is broken into three broad areas – the NHS care of current serving personnel; the NHS care of families of military personnel and Veterans; and finally Veterans themselves.

<http://www.e-lfh.org.uk/programmes/nhs-healthcare-for-the-armed-forces/>



The programme is made up of six short on-line modules:

Caring for Veterans and their Families

This session describes who Veterans are and illustrates how veterans and their families may have health needs and help seeking behaviours that differ from other patients.

Mental Health Problems in Veterans

This session discusses the range of mental health and substance abuse problems experienced by some Veterans, and signposts the variety of resources that are now available to help.

Veterans with Severe or Long-term Injuries

This session covers the arrangements for the treatment of Veterans with severe or multiple injuries, including their long term impacts on Veterans and their families.

The Armed Forces Covenant and the Needs of Service Families

This session will provide an understanding of the unique issues experienced by Service families arising from the Armed Forces lifestyle, their needs and the issues that impact on their access to health and social care provision.