



# Patient information Armed Forces Community

August 2023

## Ashford & St. Peter's Proudly Support The Armed Forces Community

### The Armed Forces Covenant

Ashford & St. Peter's are proud to have signed the Armed Forces Covenant to show our commitment to the Armed Forces Community.

The Covenant is a promise by the nation that those who serve or who have served in the UK armed forces, and their families, will be treated fairly. It has two key principles:

- The Armed Forces Community should not face disadvantage compared to other citizens in the provision of public and commercial services.
- Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

You and your family must not be at a disadvantage in accessing appropriate health services; for example, if you are on a waiting list and are moving to another area.

### Veterans Aware

We are a member of the Veterans Healthcare Alliance, sharing and driving best practice in NHS care for people who serve or have served in the UK armed forces and their families, in line with the Armed Forces Covenant.

Being flagged as a veteran in your NHS medical notes will help ensure you are able to access specific veterans' health services, such as those for mental health, hearing loss, limb amputation and wheelchairs.

Veterans are entitled to priority access to NHS care) for conditions associated with their time in the armed forces (service-related), but this is subject to clinical need and does not entitle you to jump the queue.

There are many support agencies available for the Armed Forces Community. Check out our Trust Website for more information:

<https://www.ashfordstpeters.nhs.uk/armed-forces-and-veterans>



### Forces Connect

If you or a member of your family are serving, have previously served, or if you support members of the Armed Forces community then the Forces Connect app is designed for you. The app links users to local and national organisations offering help and support across a wide range of services in just four simple clicks. From crisis support to searching for an NHS dentist, starting a business to advice on housing

### For signposting contact:

- Royal British Legion: 0808 802 8080
- SSAFA: 0800 260 6767

### Op Restore

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 only accepts referrals, but our Trust Clinicians can request for this from your GP, please ensure you raise any details of injuries acquired during your time in service.

GPs can obtain a referral form by emailing: [imperial.oprestore@nhs.net](mailto:imperial.oprestore@nhs.net)

### Op Community: Armed Forces Community Support

A single point of access for those in the wider Armed Forces community, to ensure individuals and families can access NHS services without disadvantage. This is particularly important for mobile service families and those transitioning from military to civilian life

NHS Sussex Integrated Care Board (ICB) and NHS Kent & Medway ICB

- T: 01273 403693
- E: [afn.admin@nhs.net](mailto:afn.admin@nhs.net)
- W: [www.armedforcesnetwork.org](http://www.armedforcesnetwork.org)

### Op Fortitude

Veterans who are homeless or at risk of homelessness and the organisations working with them are encouraged to contact: Op Fortitude on 0800 952 0774 or through a

secure web portal:

<https://www.riverside.org.uk/care-and-support/veterans/opfortitude/>

### Op Courage

Op COURAGE is an NHS mental health specialist service designed to help serving personnel due to leave the military, reservists, armed forces veterans and their families.

Call 0300 365 2000 (option 4) or email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk)

### Employment in the NHS?

The NHS can benefit significantly from the skills and experience learned from time in service or the resilience from being a family member of serving personnel.

Ashford & St. Peter's are proud Gold level holders of the Defence Employment Recognition Scheme (ERS) and support spouses, veterans and reservists.

NHS workforce and more details can be found about careers for veterans and reservists in the NHS at [www.militarystepintohealth.nhs.uk](http://www.militarystepintohealth.nhs.uk).

Or check out our Trust website for vacancies: [Our Vacancies \(ashfordstpeters.nhs.uk\)](http://www.ashfordstpeters.nhs.uk)

