

Other useful contacts:

If you need urgent support or are in crisis:
Contact your GP, call NHS 111 (tell them you're a veteran) **OR** if immediate support is needed go to your local A&E department **OR** call 999.

Other support that you may find helpful:

• All Call Signs

Visit their website and click the 'chat now' button
allcallsigns.org

A peer-to-peer communication app for veterans and serving military personnel. Their chat service is manned by volunteers who have served in The Forces and understand the stresses and struggles that come with daily life in and out of uniform.

• Forcesline 0800 731 4880

(Mon to Fri 9am to 5.30pm) or via their online enquiry form at www.ssafa.org.uk/get-help/forcesline

Free, confidential helpline, providing a supportive, listening and signposting service for serving personnel, former members of the Armed Forces and their families.

• Samaritans 116 123

(Available 24 hours) or email jo@samaritans.org
They provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.

• Combat Stress 0800 138 1619

(Helpline available 24 hours) or text **07537 404719*** or email helpline@combatstress.org.uk
The UK's leading charity for veterans' mental health. For a century, it's helped former servicemen and women with problems such as anxiety, depression and post-traumatic stress disorder (PTSD). They offer confidential help & advice for the whole military community. ***(Standard charges may apply for texts, please check with your provider).**

• Togetherall (Available 24 hours)

Share what's troubling you anonymously 24 hours a day, 7 days a week - visit togetherall.com to register and join the Togetherall network. Free for serving personnel, veterans, family members and carers

• NHS 111

NHS 111 can help if you have an urgent medical problem and is available 24 hours a day, 7 days a week.
Visit www.nhs.uk for information on conditions, treatments, local services and healthy living.

• Royal British Legion 0808 802 8080

Support for serving and ex-serving personnel and their families. They provide expert advice and guidance, to recovery and rehabilitation, through to transitioning to civilian life.
Available 8am – 8pm, 7 days a week.

• Veterans Gateway 0808 802 1212

(Available 24 hours) or email veteransgateway.org.uk
The Veterans Gateway provides a single point of contact for veterans seeking advice and support. Available 24 hours a day visit their website veteransgateway.org.uk for more information.

• Veterans UK 0808 1914 2 18

(Mon to Fri 8am - 4pm) or email veterans-uk@mod.gov.uk
Can provide information on claiming AFCS, Armed Forces Independence Payment, Medical Discharges and Pension Forecast Requests. They can also assist with other benefits, housing and welfare issues.

• Help for Heroes ... helpforheroes.org.uk

Help for Heroes supports Regular and Reserve Personnel and Veterans who have suffered injuries or illness during or as a result of Service which impacts on their daily life. The Charity also helps their close family and dependents.

Contact us if you need help

Please contact the single point of contact if you would like to self refer to your local Transition, Intervention and Liaison service (TILS) (who may refer you on to us).

Call: **0300 365 2000 (option 4)**

Email: gateway@berkshire.nhs.uk

For more information

if you have already been referred to the Veterans' mental health Complex Treatment Service (CTS) and would like more information, please contact: For South Central (Berkshire, Buckinghamshire, Oxfordshire, Hampshire and Isle of Wight).

Call: **0118 214 3262** Email: sc.veterans@nhs.net

For Wiltshire, Dorset, Gloucestershire, South Gloucestershire, Bristol, North Somerset, Somerset, Bath and North East Somerset, Devon, Cornwall and the Isles of Scilly

Call: **0300 555 0112** Email: awp.swveterans@nhs.net

OpCOURAGE

NHS
The Veterans Mental Health
and Wellbeing Service

Complex Treatment Service

Specialist treatment for your
mental health issues that are
related to your time in the military

For clients



South Central and South West



A service designed for veterans

If you're experiencing complex mental health difficulties that you think are linked to your time in the military, we're here to help you. It doesn't matter when you left the forces – if you're referred to us, we can provide treatment and support to help you get better.

Referrals

You'll be referred to our service by another veterans' mental health service known as the **Veterans' Mental Health Transition, Intervention and Liaison service or TILS**. TILS is the first port of call for veterans with a mental health need. We work very closely with TILS to ensure a smooth transition into our service.

About us

We are a team of psychologists, occupational therapists, mental health clinicians and Peer Support Workers specially trained in awareness of veterans' needs. Military experience is at the heart of everything we do. We listen to feedback given by veterans and their families and we use this to inform and shape our service to help us meet the needs of veterans.

We offer a phased treatment approach which includes group work and individual sessions, via face to face and / or via online video.

We offer treatment for a range of military related difficulties including PTSD, depression, anger and other complex mental health difficulties.

We will aim to see you within two weeks for a care planning appointment with one of our therapists. The therapist will see you within 25 miles of your home, usually at a local GP, community centre or a venue at a local veterans charity. The care planning appointment usually takes about an hour and the therapist will discuss the on-going treatment support we are able to offer. Typically treatment lasts for up to 32 sessions.

Helping you make that first step

We know that lots of people may feel anxious about starting treatment or attending groups and one of the hardest things is turning up to that first appointment. We would encourage you to speak to us if you are having concerns or are struggling to attend and we also have peer support workers, who can offer support to help you access the service.

Families and carers

We know from feedback that families are often keen to be involved in their loved ones' care. If this is right for you, we will involve the family where we can. We can also support them to access care and treatment for themselves if this is something they need.

Veterans feedback



I would also like to take this opportunity, to thank you again for your absolutely fantastic treatment of me which has had a profound effect on my daily life.

- Armed Forces Veteran



It's ok to ask for help. Squaddies are proud: they see it as a weakness. But it's the best thing I ever did.

- Armed Forces Veteran



At first, I was embarrassed. I thought I'd failed, was weak. Now I don't think that. Now I know you have to fix yourself first.

- Armed Forces Veteran



Where are we

Our service covers **South Central and South West of England:**

Berkshire, Oxfordshire, Buckinghamshire, Hampshire, Isle of Wight, Wiltshire, Dorset, Gloucestershire, South Gloucestershire, Bristol, North Somerset, Somerset, Bath and North East Somerset, Devon, Cornwall and the Isles of Scilly.

