

Open Access

This is an open-access service, so a professional (e.g. GP, healthcare provider, welfare or other care worker) can refer you. You can also refer yourself or have a friend or loved one refer you. For further information about how we can help, please contact us using the details below. We can receive a referral as you are in the process of leaving the forces if it will help. Anyone can contact us for advice before making a referral too.

How to contact us

Veterans' Mental Health TIL Service

- London and South East

St Pancras Hospital, 4th Floor, West Wing,
4 St Pancras Way, London NW1 0PE

Telephone: 020 3317 6818

Email: cim-tr.veteranstilservice-LSE@nhs.net

Online: www.veteransserviceelse.nhs.uk



A very positive experience! It's a great thing for ex-soldiers to get in touch and go through the whole experience. It's massively beneficial and there's no downside. — UK Army Veteran



An NHS service delivered by
Camden and Islington NHS Foundation Trust
in collaboration with South London and Maudsley
NHS Foundation Trust in partnership with
Sussex Partnership NHS Foundation Trust

Other sources of support and help for veterans

The Big White Wall

www.bigwhitewall.com
theteam@bigwhitewall.com

Combat Stress

0800 138 1619 (24 hours)
www.combatstress.org.uk

The Poppy Factory

020 8939 1837
www.poppyfactory.org

The Royal British legion (RBL)

0808 802 8080
www.britishlegion.org.uk

Veterans UK

0800 1692 277 or 0808 1914 218
www.veterans-uk.info

Soldiers, Sailors, Airmen and Families Association (SSAFA)

0800 731 4880
www.ssafa.org.uk

Veterans Aid

0800 012 68 67 or 020 7828 2468
www.veterans-aid.net

STOLL Foundation

020 7385 2110
www.stoll.org.uk

Information for Clients



We are an NHS service that offers mental health assessments and treatment to anyone in London and South East England who has served in the British Armed Forces and their families or carers.



My family suffered my physical and verbal abuse for years. We didn't know what was wrong with me. This service has helped me and my family problems. I feel a lot better about myself now. — UK Army Veteran



How can this service help you?

If you, or someone you know:

- Has sleepless nights
- Experiences nightmares
- Feels irritable and angry
- Has unwanted memories
- Feels anxious and on edge
- Has difficulty coping with past experiences
- Is isolated
- Has problems getting along with people
- Feels depressed
- Is drinking too much alcohol or using drugs
- Is finding it hard having stopped using alcohol or drugs
- Is having difficulty coping with life
- Is having thoughts self-harm or suicide.

...then we can help

Some ex-serving members of the Armed Forces have problems when they return to civilian life. These problems are common. They can be very isolating and can affect both the individual and their friends and family. Many different types of help are available for these problems. We work closely with Combat Stress and other veterans' agencies to provide individuals with the right help and support. We see the whole range, from mild to moderate to severe and complex problems.

What does this service do?

We are an NHS service with experience of working with people who have served in the Armed Forces. We meet with you for an assessment of the difficulties you may be experiencing and discuss your mental health difficulties and other problems e.g. money, employment, housing. We try to help by making accurate diagnoses of mental health problems and create a 'formulation' which is a shared understanding of how different problems link together, why they are happening, how they developed and what can be done about them. Understanding what is wrong and why, can be very helpful.

In partnership with you, we then make recommendations for the support or treatment that can help get your life back on track. This may involve help from a local NHS service or from other organisations such as veterans' charities. We are a multidisciplinary team so we can deal with a range of issues. Our team includes a doctor (Consultant Psychiatrist), nurses (Clinical Nurse Specialists), psychologists (Clinical and Counselling Psychologists) and recovery workers.

We also offer our own treatment if the right help is not available or suitable. We offer highly specialist treatment for complicated issues that do not fit neatly in existing services, group symptom management and other treatment options. We also offer information and one-to-one help to partners and family members.

Will a civilian service be able to understand or help me?

This is a common concern voiced by many ex-service personnel, sometimes due to difficult experiences with civilian services in the past. It is for this reason that we take our time at assessment to identify the right type of support. We have ongoing contact and work closely with other veterans' organisations in London and the South East and NHS services that treat the problems veterans can have, which gives us a good knowledge of both NHS and charity options to ensure you get the best and most suitable treatment possible. We have seen hundreds of veterans since we started as one of the original NHS Veterans Pilot Projects and have an excellent record in helping people feel better and recover.

Who is this service for?

Our service is open to all ex-service members of the British Armed Forces living in the London, Kent, Surrey, East Sussex and West Sussex. We can also see reservists when they are not mobilised. Individuals will be seen by either our London or Sussex team.

What should I expect when I visit?

Many people who have come to our service say that one of the hardest things can be turning up to that first appointment. We understand how difficult it can be, so we will take our time to get a full understanding of you and the problems you face. You will be invited to attend for one or two assessment sessions with a clinician. You will be asked a range of questions about different parts of your life, including your military history, your life after leaving the military and any difficulties or problems you are currently facing. At the end of the assessment, we will discuss with you the help that is available so you can make an informed choice as to whether you would like to pursue treatment. Following your assessment we will write a report and make any necessary referrals.

We are active in talking to any service we are linking you in with, to 'prepare the ground' to make it more likely that you are in the right place, that help is offered and needs are met. In addition to our comprehensive assessment we are able to offer consultation and liaison to other services so that your situation, including military aspects, can be better understood. We will stay in touch with you when needed to ask questions and keep you informed of progress.



Approaching the service was the best decision I made. It opened up avenues for me to get treatment. — UK Army Veteran

