

## How to make a referral

This is an open access service, so any professional or worker from a veteran or welfare agency can refer. Clients can also self refer, but in our experience, many find it difficult taking that first step into treatment. Therefore, a referral from an agency, in agreement with the client, is preferable. Clients will be seen by our London or Sussex team.

A more detailed referral allows for a better assessment, so we prefer referrals to include as much background information as possible. A referral form, including a consent form is available on our website and this can be sent electronically or by post. We are also happy to discuss any potential referrals and provide consultation if you are unsure about how to best meet the needs of a veteran.

## 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](mailto:cim-tr.veteranstilservice-LSE@nhs.net)

Online: [www.veteransserviceelse.nhs.uk](http://www.veteransserviceelse.nhs.uk)

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](http://www.bigwhitewall.com)  
[theteam@bigwhitewall.com](mailto:theteam@bigwhitewall.com)

### Combat Stress

0800 138 1619 (24 hours)  
[www.combatstress.org.uk](http://www.combatstress.org.uk)

### The Poppy Factory

020 8939 1837  
[www.poppyfactory.org](http://www.poppyfactory.org)

### The Royal British Legion (RBL)

0808 802 8080  
[www.britishlegion.org.uk](http://www.britishlegion.org.uk)

### Veterans UK

0800 0169 2277 or 0808 1914 218  
[www.veterans-uk.info](http://www.veterans-uk.info)

### Soldiers, Sailors, Airmen and Families Association (SSAFA)

0800 731 4880  
[www.ssafa.org.uk](http://www.ssafa.org.uk)

### Veterans Aid

0800 012 68 67 or 020 7828 2468  
[www.veterans-aid.net](http://www.veterans-aid.net)

## Information for Referrers



## How can this service help your clients?

We were set up as part of the NHS and government's strategy to improve health services for veterans in England.

Some ex-service members of the armed forces experience difficulties because of pre-existing problems, upsetting military experiences, or a tough transition to civilian life. Frequently, veterans have reported problems accessing or engaging with NHS services. The TIL Service team has extensive experience of working with ex-service personnel and are sensitive to the many issues they may face, which can aid both engagement and the uptake of treatment.



## What does the service offer?

We provide a comprehensive mental health assessment and assertive treatment-advocacy service. When necessary this may include one or more extended assessment sessions with members of the multidisciplinary team and extensive data gathering from the veteran, family or agencies involved. Assessments are holistic, covering full personal, service and mental health history; mental health difficulties; and other problems/needs e.g. physical health, money, employment or housing. In order to ensure care is tailored to the individual our assessment reports will make diagnoses; establish a 'formulation' which is a shared understanding of how different problems link together and why they are happening and suggest referrals when necessary. We will undertake liaison and follow-up with any service we make a referral to and with the service user to try to make sure needs are met.

We offer psychiatric management, specialist psychological therapy, including individual trauma focused therapy for PTSD and case management. All staff are skilled in understanding military service related problems. We also manage individuals whose presentation falls between the gaps of existing services. We also offer information and one-to-one help to partners and family members.

We work closely with a large network of veteran support agencies to assist clients in accessing the right treatment and support, including welfare support.

We routinely assess clients who present with:

- Difficulties arising from past traumatic experiences (military or otherwise)
- Low mood and problems with anxiety
- Personality difficulties
- Anger and aggressive behaviour
- Behaviour which has brought them into contact with the Criminal Justice System
- A history of difficulty engaging with NHS services
- Alcohol and/or drug misuse

In addition, we can offer consultation, training and supervision to other professionals on issues relating to veteran mental health.

## Who is this service for?

Our service is open to all ex-service members of the UK Armed Forces living in London, Kent, Surrey, East Sussex and West Sussex. We can also see reservists when they are not mobilised.

## When should I refer to you?

Our service aims to cater for a spectrum of clients from those who have never accessed support services before, to those who fall between the gaps in mainstream services or require specialist assessment and treatment.

## What happens after referral?

Clients will be contacted and asked to attend either our London or Sussex services for one or two assessment sessions. Once an assessment has been completed, the clinician will discuss possible options for treatment and/or support and will produce a thorough assessment report. Recommended treatment may be accessed through our service, local NHS services or a veteran's charity.



***We offer highly specialised treatment for Post-traumatic Stress Disorder; military and/or trauma informed therapy for complicated issues that do not neatly fit treatment criteria in existing services; group symptom management and other treatment options.***

