

# The first call for help takes courage

Specialist care and support for Service  
leavers, reservists, veterans and their families



**The purpose of this leaflet is to provide information on Op COURAGE: The Veterans Mental Health and Wellbeing Service.**

If you or someone you know is struggling with their mental health, expert help is available from Op COURAGE: The Veterans Mental Health and Wellbeing Service.

It doesn't matter if you're due to leave the Armed Forces, just left the Armed Forces or left many years ago, we are here to help and understand the courage it takes to speak to someone.

**When you contact us, you will speak to people who:**

- understand the Armed Forces and military life
- are either from the Armed Forces community or highly experienced in working with serving personnel, reservists, veterans and their families
- will work with you to make sure you get the right type of specialist care, support, and treatment.

### Op COURAGE: The Veterans Mental Health and Wellbeing Service is here for you

The first step to getting help is to contact the Veterans Mental Health and Wellbeing Service. You can contact the service yourself or you can ask your GP, a charity or someone else, such as a family member or friend, to do this on your behalf.

The service will arrange for you to have an assessment, to make sure you get the right care and support.

We know that everyone is different, so the service offers a range of treatment, which includes:

- working with Defence Medical Services to make sure you get mental health care and support as you transition from the military to civilian life
- recognising the early signs of mental health problems and providing care and treatment for this
- therapeutic treatment for more advanced mental health conditions and psychological trauma
- intensive emergency care and treatment if you're in a crisis
- helping you to access other NHS services if needed, such as 'Improving access to psychological therapies' (IAPT) and eating disorder services
- working with charities and local organisations to support you with your wider health and wellbeing needs, such as housing, relationships, finances, employment, drug and alcohol misuse and social support.

### Support for Armed Forces families

If you or someone you know is struggling with mental health difficulties, the rest of the family can be affected. The Veterans Mental Health and Wellbeing Service can help your family get the right care and support. With your permission, they can also be involved in your care plan.

To get help from this service you must:

- be a resident in England and have served in the UK Armed Forces for a full day
- be registered with a GP practice in England or be willing and eligible to register with a GP
- provide your military service number or another form of eligibility.

# How to contact Op COURAGE: The Veterans Mental Health and Wellbeing Service

The first step to getting help is to contact Op COURAGE or ask your GP, a charity or someone else, such as a family member or friend, to do this on your behalf.

## Contact details

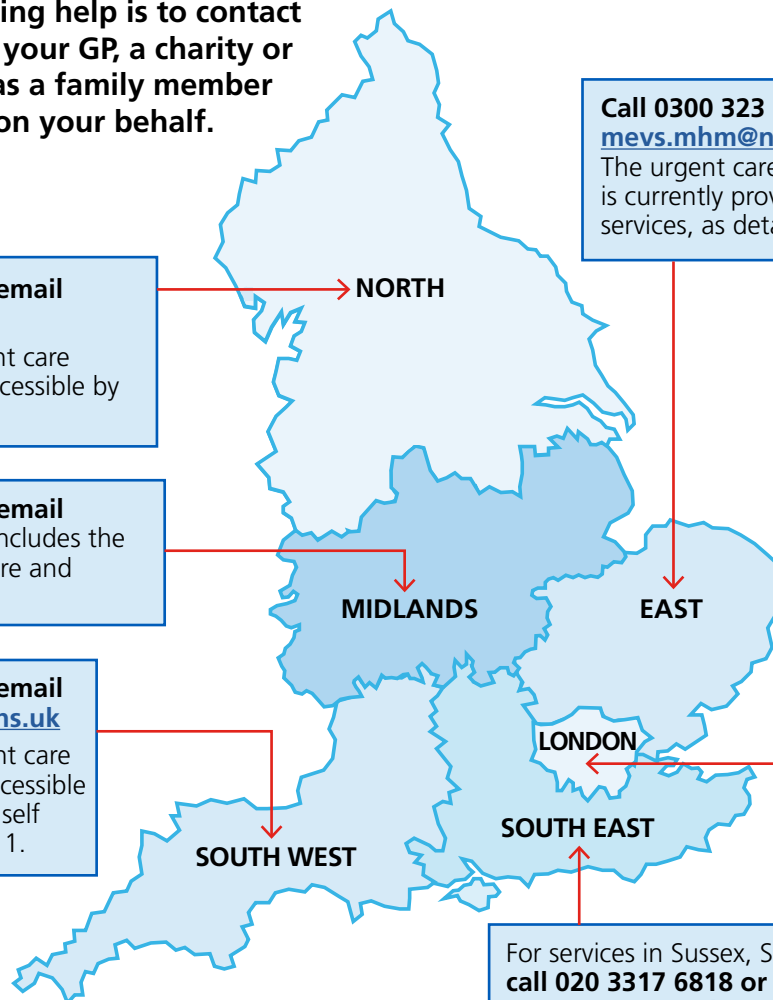
Call **0800 652 2867** or email [VTILS@cntw.nhs.uk](mailto:VTILS@cntw.nhs.uk)

The Op COURAGE urgent care and support service is accessible by healthcare referral only.

Call **0300 323 0137** or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net) (includes the Op COURAGE urgent care and support service).

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

The Op COURAGE urgent care and support service is accessible by healthcare referral or self referral by calling NHS111.



Call **0300 323 0137** or email [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

The urgent care and support service is currently provided by other NHS services, as detailed below.

Call **020 3317 6818** or email [cim-tr.veteranstillservice-lse@nhs.net](mailto:cim-tr.veteranstillservice-lse@nhs.net)

(includes the Op COURAGE urgent care and support service).

For services in Sussex, Surrey or Kent, call **020 3317 6818** or email [cim-tr.veteranstillservice-lse@nhs.net](mailto:cim-tr.veteranstillservice-lse@nhs.net)

For services in Hampshire, the Isle of Wight, Berkshire, Oxfordshire or Buckinghamshire, call **0300 365 2000** or email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk)

For the Op COURAGE urgent care and support service, call **023 9438 7924** or email [snhs.veteranshis.se@nhs.net](mailto:snhs.veteranshis.se@nhs.net)

## Urgent and emergency support from other NHS services

If you experience a mental health crisis you can also get help by dialling **111**, booking an emergency GP appointment, visiting A&E or calling **999**. If you are still serving, you can also call the Military Mental Health Helpline on **0800 323 4444**.

## Register with a GP

If you've left the military, it is important to register with an NHS GP and tell them that you've served in the Armed Forces so you can access dedicated services for veterans. To find your nearest GP visit [www.nhs.uk](http://www.nhs.uk).

## **Op COURAGE: The Veterans Mental Health and Wellbeing Service**

Op COURAGE: The Veterans Mental Health and Wellbeing Service is the new name for the Veterans' Mental Health Transition, Intervention and Liaison Service (TILS), Veterans' Mental Health Complex Treatment Service (CTS) and Veterans' Mental Health High Intensity Service (HIS). The new name has been developed following feedback from veterans and their families to make it easier for those leaving the military and veterans to find help.

**For further information on Op COURAGE: The Veterans Mental Health and Wellbeing Service, visit [www.nhs.uk/opcourage](http://www.nhs.uk/opcourage)**

When we refer to veteran in this leaflet, we mean anyone who has served for at least one day in the UK Armed Forces (regular or reservist).



For more information on NHS services for veterans, visit the NHS website at [www.nhs.uk/armedforceshealth](http://www.nhs.uk/armedforceshealth)