

Improving veterans mental and physical health services in England

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Foreword

Life outside of the Armed Forces can be very different and sometimes challenging, particularly for those injured during their time in Service. The NHS understands this and is here to support veterans and their families. One of the ways we are doing this is through dedicated physical and mental health services for veterans, which have been co-developed with those with lived experience and to date received over 23,000 patient referrals. These services include, but are not limited to, Op COURAGE: The Veterans Mental Health and Wellbeing Service and for physical health, the Veterans Trauma Network.

Over the last five years and following feedback from veterans and their families, these services have expanded, however, we recognise that there is more we can do to improve care and support in this area. This includes:

- increasing the range of treatment and support available
- improving the way in which people can access these services
- improving collaboration between these and other services, recognising that mental and physical health needs are often interlinked.

To ensure we get this right, we would like to hear about your views and experiences. With your help, we want to make sure that the NHS is providing accessible and high quality care, treatment and support that meets the health and wellbeing needs of veterans. This will help us to build on the strengths of current services and develop future services.

We recognise that things are very different for many of us as a result of COVID-19, with some communities particularly impacted. The Armed Forces is one such community and we know that many serving personnel and veterans have worked tirelessly alongside NHS colleagues. Equally, we know that the pandemic has impacted some people's health and wellbeing, as have other recent events, such as those in Afghanistan and Ukraine.

It is such an important time to increase our focus on care and support for veterans; whether this is supporting those impacted by their time in the Armed Forces, those struggling since they have left or those whose symptoms have become worse as a result of the pandemic and recent conflicts.

I therefore encourage you to fill in this survey to make sure your voice is heard. The NHS really values your input and it is your thoughts and experiences that will help to ensure that we get things right.

Thank you for your interest and time.

Kate Davies CBE

Director of Health and Justice, Armed Forces and Sexual Assault Services Commissioning, NHS England and NHS Improvement

Why we want your opinions and ideas

The NHS in England provides dedicated mental health care and support for veterans. This is available through Op COURAGE: The Veterans Mental Health and Wellbeing Service, which is the overarching name for the:

- Veterans' Mental Health Transition, Intervention and Liaison Service (TILS)
- Veterans' Mental Health Complex Treatment Service (CTS)
- Veterans' Mental Health High Intensity Service (HIS).

Op COURAGE provides a range of specialist mental health care and support regardless of when someone left the Armed Forces. It also provides support for service leavers, reservists and the families of individuals using Op COURAGE.

Current contracts for the three services within Op COURAGE will end in March 2023 and so the NHS needs to make arrangements for new service contracts from April 2023. As part of this, we want to hear your views on how we can improve current provision and address any issues that veterans may have experienced in accessing care and support.

We would also like to hear your views on the Veterans Trauma Network (VTN), which provides specialist care and support for veterans who have physical health problems due to their Service in the Armed Forces. The VTN is a group of 18 NHS trusts across England that is supported by a team of consultants, surgeons and NHS staff who have a military background or understanding of the Armed Forces. As the need for the VTN becomes greater, the NHS is looking at future arrangements on how it can improve the care and support available to veterans with Service related physical health conditions.

Mental and physical health needs are often linked and so it is important that we look at these two areas together. As part of this, we also want to find out why some veterans with mental health difficulties and / or Service related physical health problems have not sought treatment.

Who do we want to hear from?

We welcome views from anyone who has opinions to offer on NHS health services in England for veterans. In particular, we want to hear from:

- people who have served in the Armed Forces (whether as a reservist or regular) who have a mental and / or physical health condition
- family members and carers of veterans
- staff and organisations that are providing care, treatment or support for veterans and their families.

What is the timetable?

We are running this engagement from 8 April 2022 until 22 May 2022.

Please send your comments and feedback:

We would like you to fill in our survey and send it back to us as shown below. If you don't want to fill in the survey, but would still like to give us your views, you can write to or call us as shown below.

By post to:

Freepost VETERANS HEALTH
Freepost Plus RTAA-XTHA-LGGC,
Communications,
Heron House,
120 Grove Road,
Stoke-on-Trent,
ST4 4LX

By email to: mlcsu.involvement@nhs.net

On the internet at: www.engage.england.nhs.uk/survey/improving-veterans-mental-and-physical-health/

By phone at: 0333 150 3069

If you want to find out more about this engagement exercise, please email england.armedforceshealth@nhs.net

About the words 'veteran' and 'reservist'

We use 'veteran' to mean anyone who has been a serving member of the UK Armed Forces for a day or more. It means the same as 'ex-Service personnel'. For consistency, we use only 'veteran' in the survey.

For the purposes of the survey, when we say 'veteran' or when we talk about Armed Forces' experiences, this includes reservists as well as members of the regular Forces.

How we will use and manage your feedback and the information you provide

NHS England would like to understand people's views and experiences of veterans mental and physical health services. The information gathered will be used to help inform the development and provision of these services in the future.

NHS England has commissioned NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) to collect, handle and process the responses gathered for this engagement. MLCSU uses a survey tool called Snap which is owned by Snap Surveys Ltd, an organisation specialising in the delivery and management of surveys. Any information you provide will be added to Snap for analysis and handled in accordance with UK GDPR and the Data Protection Act 2018.

The survey also asks respondents to provide the first part of their postcode and demographic profiling data (age, gender, ethnicity etc.). This information is used to ensure the responses are representative of the demographics of the whole local population. The postcode data will also be used to profile and segment those participating in this engagement. This will be done using the Acorn Geodemographic tool which enables the profiling of participants' health and wellbeing in comparison with the local population. The postcode segment is also used to profile by UK Index of Multiple Deprivation (IMD) and the NHS index postcode directory which classifies postcodes by Local Authority, ward and CCG area. The data will be available in its entirety to MLCSU, and NHS England will be in receipt of some of the responses which will then be inputted into Snap. You do not have to provide this information to take part in the survey.

Any reports published using the insights from the survey will not contain any personal identifiable information and only show feedback in anonymous format. These anonymised results may be shared publicly, for example on NHS public facing websites or printed and distributed. Please do not include any personal data in the free text fields; any personal data you disclose to us will not be used and it will be deleted.

Your involvement is voluntary, and you are free to stop completing the survey at any time and if you are completing this online you can do so by closing this webpage. Only submitted responses will be included in the analysis. You can also refuse to answer questions in this survey, should you wish. All information collected via the survey will be held until the analysis of the survey has been completed, and we expect this to be for a period of six months from the date of survey closure, in line with the Records Management Code of Practice for Health and Social Care 2016, which all NHS organisations work under.

If you have any queries about your involvement with this survey, please email: mlcsu.involvement@nhs.net

Please tick to confirm you agree with the Data Protection statement. If you do not provide your consent then we will not be able to include your feedback in this engagement.

The text [in brackets] at the start of each question will instruct you whether you need to answer the question. These instructions are based on the responses you gave to previous questions.

Tell us who you are

Q1 [This question should be answered by everyone]

Are you responding as:

An individual

A formal response from an organisation

Guidance: if you wish to respond as an individual and provide a formal response as an organisation, please complete the survey twice. Once as an individual and again as a formal response on behalf of the organisation.

Q2 [If you answered 'an individual' at Q1]

As an individual responding to this survey, which of the following best applies to you?

Please tick one only.

An Armed Forces veteran (regular or reservist)

NHS employee

A serving member of the Armed Forces within 3 months of discharge (Service leaver)

From another public sector organisation

A reservist

From a health-related group, charity or organisation

Family member of any of the above

From a non-health voluntary group, charity or organisation

Carer of an Armed Forces veteran (regular or reservist)

Q3 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

In which of the Armed Forces did you / they serve or are currently serving?

Royal Navy

Royal Air Force

Royal Marines

Other (please specify)

Army

Q4 [If you answered 'a formal response from an organisation' at Q1]

As an organisation responding to this survey, which of the following best applies to you?

Please tick one only.

Formal response on behalf of an NHS organisation

Formal response on behalf of a health-related group, charity or organisation

Formal response on behalf of another public sector organisation

Formal response on behalf of a non-health voluntary group, charity or organisation

Other

Q5 [If you answered 'a formal response from an organisation' at Q1 or 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]

Are you involved in providing mental health services for veterans?

Yes

No

Q6 [If you answered 'yes' at Q5]

Tell us what you do

Q7 [If you answered 'a formal response from an organisation' at Q1 or 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]

Are you involved in providing Service related physical health services for veterans?

Yes

No

Q8 [If you answered 'yes' at Q7]

Tell us what you do

Q9 [If you answered 'a formal response from an organisation' at Q1 or 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]

Please provide the name of your organisation. Please note, if you are making a formal response on behalf of your organisation this question should be completed.

Section one: Questions on substance use and gambling

If you are responding as a family member or a carer please answer all questions from the perspective of the veteran, the Service leaver or the reservist that you know, are related to or caring for.

Q10 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

Do / did you / they have problems due to the use of drugs?

Yes, previously

Don't know

Yes, presently

Prefer not to say

No

Q11 [If you answered 'yes, previously' or 'yes, presently' at Q10]

Have you / they sought help for this?

Yes

No

Q12 [If you answered 'yes' at Q11]

Where did you / they go for help?

Q13 [If you answered 'yes' at Q11]

To what extent were you / they satisfied with the care provided?

Very satisfied

Unsatisfied

Satisfied

Very unsatisfied

Neither satisfied nor unsatisfied

Q14 [If you answered 'yes' at Q11]

Please explain what worked well and what could be improved

Q15 [If you answered 'yes, previously' or 'yes, presently' at Q10]

If the use of drugs is / has been a problem, does this relate to illicit and / or prescribed drugs?

Illicit drugs

Don't know

Prescribed drugs

Prefer not to say

Both

Q16 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]
Do / did you / they have problems due to the use of alcohol?

- Yes, previously
- Yes, presently
- No

- Don't know
- Prefer not to say

Q17 [If you answered 'yes, previously' or 'yes, presently' at Q16]
Have you / they sought help for this?

Yes

No

Q18 [If you answered 'yes' at Q17]
Where did you / they go for help?

Q19 [If you answered 'yes' at Q17]
To what extent were you / they satisfied with the care provided?

- Very satisfied
- Satisfied
- Neither satisfied nor unsatisfied

- Unsatisfied
- Very unsatisfied

Q20 [If you answered 'yes' at Q17]
Please explain what worked well and what could be improved

Q21 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]
Do / did you / they have problems due to gambling?

Yes, previously

Don't know

Yes, presently

Prefer not to say

No

Q22 [If you answered 'yes, previously' or 'yes, presently' at Q21]
Have you / they sought help for this?

Yes

No

Q23 [If you answered 'yes' at Q22]
Where did you / they go for help?

Q24 [If you answered 'yes' at Q22]
To what extent were you / they satisfied with the care provided?

Very satisfied

Unsatisfied

Satisfied

Very unsatisfied

Neither satisfied nor unsatisfied

Q25 [If you answered 'yes' at Q22]
Please explain what worked well and what could be improved

Section two: Questions on physical and mental health services

If you are responding as a family member or a carer please answer all questions from the perspective of the veteran, the Service leaver or the reservist that you know, are related to or caring for.

Q26 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

Do / did you / they have a mental health problem?

- | | |
|--|--|
| <input type="checkbox"/> Yes, previously | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, presently | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No | |

Q27 [If you answered 'yes, previously' or 'yes, presently' at Q26]

Do / did you / they receive treatment for your / their mental health problem?

- | | |
|--|--|
| <input type="checkbox"/> Yes, previously | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, presently | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No | |

Q28 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

Do / did you / they have a Service-related physical health problem?

- | | |
|--|--|
| <input type="checkbox"/> Yes, previously | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, presently | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No | |

Q29 [If you answered 'yes, previously' or 'yes, presently' at Q28]

Do / did you / they receive treatment for your / their Service-related physical health problem?

- | | |
|--|--|
| <input type="checkbox"/> Yes, previously | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Yes, presently | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No | |

Q30 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

To what extent did you / they know that the NHS provides mental health services specifically for veterans?

- | | | |
|--|---|--|
| <input type="checkbox"/> Aware of this | <input type="checkbox"/> Somewhat aware of this | <input type="checkbox"/> Didn't know this before today |
|--|---|--|

Q31 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

To what extent did you / they know that the NHS provides physical health services specifically for veterans with Service-related physical health problems?

- | | | |
|--|---|--|
| <input type="checkbox"/> Aware of this | <input type="checkbox"/> Somewhat aware of this | <input type="checkbox"/> Didn't know this before today |
|--|---|--|

Q32 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

To what extent did you / they find it difficult to ask for help for your / their mental health problem?

Very difficult

Easy

Difficult

Very easy

Neither difficult nor easy

Q33 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

To what extent did you / they find it difficult to ask for help for your / their Service related physical health problem?

Very difficult

Easy

Difficult

Very easy

Neither difficult nor easy

Q34 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

From the following list of health services select, those which you / they have used:

- Op COURAGE: The Veterans Mental Health and Wellbeing Service.** This includes the following services: Veterans' Mental Health Transition, Intervention and Liaison Service (TILS), Veterans' Mental Health Complex Treatment Service (CTS), Veterans' Mental Health High Intensity Service (HIS)
- Veterans Trauma Network (for Service related physical health problems)**
- Disablement Service Centres and the Veterans Prosthetics Panel**
- Other (please specify)**
- None**

Q35 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]
Op COURAGE: The Veterans Mental Health and Wellbeing Service.

How were you / they referred to the service? Select one option from the list.

- | | |
|---|--|
| <input type="checkbox"/> Self-referral | <input type="checkbox"/> GP referral |
| <input type="checkbox"/> Referred by a family member or friend | <input type="checkbox"/> Charity referral (please state which one) |
| <input type="checkbox"/> Referral was part of the discharge process from the Armed Forces | <input type="checkbox"/> Don't know |
| | <input type="checkbox"/> Other (please specify) |

Q36 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]
What worked well and what could be improved in terms of being referred to the service?

Q37 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]
Were you / they asked if you / they were in the Armed Forces?

- | | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Don't know / can't remember |
| <input type="checkbox"/> No | |

Q38 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]
To what extent do you / they agree that your / their Armed Forces experience was taken into consideration during your / their care?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q39 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]
To what extent do you / they agree that you / they felt involved in decision-making about your / their care?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q40 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]

To what extent do you / they agree that the support and treatment helped you / them?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q41 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]

To what extent do you / they agree that there was an opportunity to provide feedback about your / their care?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q42 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]

Was the opportunity given to have a family member, carer or advocate present during your / their care?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Sometimes | <input type="checkbox"/> Can't remember / don't know |

Q43 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]

To what extent were you / they satisfied with the care received?

- | | |
|--|---|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very unsatisfied |
| <input type="checkbox"/> Neither satisfied nor unsatisfied | |

Q44 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q34]

Please explain what worked well and what could be improved about the care received?

Q45 [If you answered 'Veterans Trauma Network' at Q34]

Veterans Trauma Network.

How were you / they referred to the service? Select one option from the list.

- | | |
|---|--|
| <input type="checkbox"/> Self-referral | <input type="checkbox"/> GP referral |
| <input type="checkbox"/> Referred by a family member or friend | <input type="checkbox"/> Charity referral (please state which one) |
| <input type="checkbox"/> Referral was part of the discharge process from the Armed Forces | <input type="checkbox"/> Don't know |
| | <input type="checkbox"/> Other (please specify) |

Q46 [If you answered 'Veterans Trauma Network' at Q34]
What worked well and what could be improved in terms of being referred to the service?

Q47 [If you answered 'Veterans Trauma Network' at Q34]
Were you / they asked if you / they were in the Armed Forces?

- Yes Don't know / can't remember
 No

Q48 [If you answered 'Veterans Trauma Network' at Q34]
To what extent do you / they agree that your / their Armed Forces experience was taken into consideration during your / their care?

- Strongly agree Disagree
 Agree Strongly disagree
 Neither agree nor disagree

Q49 [If you answered 'Veterans Trauma Network' at Q34]
To what extent do you / they agree that you / they felt involved in decision-making about your / their care?

- Strongly agree Disagree
 Agree Strongly disagree
 Neither agree nor disagree

Q50 [If you answered 'Veterans Trauma Network' at Q34]
To what extent do you / they agree that the support and treatment helped you / them?

- Strongly agree Disagree
 Agree Strongly disagree
 Neither agree nor disagree

Q51 [If you answered 'Veterans Trauma Network' at Q34]
To what extent do you / they agree that there was an opportunity to provide feedback about your / their care?

- Strongly agree Disagree
 Agree Strongly disagree
 Neither agree nor disagree

Q52 [If you answered 'Veterans Trauma Network' at Q34]
Was the opportunity given to have a family member, carer or advocate present during your / their care?

- Yes No
 Sometimes Can't remember / don't know

Q53 **[If you answered 'Veterans Trauma Network' at Q34]**
To what extent were you / they satisfied with the care received?

- | | |
|--|---|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very unsatisfied |
| <input type="checkbox"/> Neither satisfied nor unsatisfied | |

Q54 **[If you answered 'Veterans Trauma Network' at Q34]**
Please explain what worked well and what could be improved about the care received?

Q55 **[If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q34]**
Disablement Service Centres and the Veterans Prosthetics Panel.

Were you / they asked if you / they were in the Armed Forces?

- | | |
|------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Don't know / can't remember |
| <input type="checkbox"/> No | |

Q56 **[If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q34]**
To what extent do you / they agree that your / their Armed Forces experience was taken into consideration during your / their care?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q57 **[If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q34]**
To what extent do you / they agree that you / they felt involved in decision-making about your / their care?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q58 **[If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q34]**
To what extent do you / they agree that the support and treatment helped you / them?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q59 **[If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q34]**
To what extent do you / they agree that there was an opportunity to provide feedback about your / their care?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q60 **[If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q34]**
Was the opportunity given to have a family member, carer or advocate present during your / their care?

- Yes No
 Sometimes Can't remember / don't know

Q61 **[If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q34]**
To what extent were you / they satisfied with the care received?

- Very satisfied Unsatisfied
 Satisfied Very unsatisfied
 Neither satisfied nor unsatisfied

Q62 **[If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q34]**
Please explain what worked well and what could be improved about the care received?

Q63 **[If you answered 'Other' at Q34]**
Other services

How were you / they referred to the service? Select one option from the list.

- Self-referral GP referral
 Referred by a family member or friend Charity referral (please state which one)
 Referral was part of the discharge process from the Armed Forces Don't know
 Other (please specify)

Q64 **[If you answered 'Other' at Q34]**
What worked well and what could be improved in terms of being referred to the service?

Q65 **[If you answered 'Other' at Q34]**
Were you / they asked if you / they were in the Armed Forces?

- Yes Don't know / can't remember
 No

Q66 **[If you answered 'Other' at Q34]**
To what extent do you / they agree that your / their Armed Forces experience was taken into consideration during your / their care?

- Strongly agree Disagree
 Agree Strongly disagree
 Neither agree nor disagree

Q67 **[If you answered 'Other' at Q34]**
To what extent do you / they agree that you / they felt involved in decision-making about your / their care?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q68 **[If you answered 'Other' at Q34]**
To what extent do you / they agree that the support and treatment helped you / them?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q69 **[If you answered 'Other' at Q34]**
To what extent do you / they agree that there was an opportunity to provide feedback about your / their care?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q70 **[If you answered 'Other' at Q34]**
Was the opportunity given to have a family member, carer or advocate present during your / their care?

- | | |
|------------------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <input type="checkbox"/> Sometimes | <input type="checkbox"/> Can't remember / don't know |

Q71 **[If you answered 'Other' at Q34]**
To what extent were you / they satisfied with the care received?

- | | |
|--|---|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Satisfied | <input type="checkbox"/> Very unsatisfied |
| <input type="checkbox"/> Neither satisfied nor unsatisfied | |

Q72 **[If you answered 'Other' at Q34]**
Please explain what worked well and what could be improved about the care received?

Section three: questions for family members and carers of veterans, Service leavers or reservists with health problems

In this section we would like to gather the views of family members or carers of veterans, Service leavers or reservists with mental health, physical health and / or substance use problems.

Q73A [If you answered 'carer of an Armed Forces veteran (regular or reservist)' at Q2 or 'yes, previously' or 'yes, presently' at Q26 or Q28]

Please confirm if you are a carer or family member of a veteran, Service leaver or reservist with mental health, physical health and / or substance use problems.

Yes

No

Thinking about yourself please answer the following questions.

Q73B [If you answered 'yes' at Q73A]

To what extent have the health problems of the veteran, Service leaver or reservist had an impact on your health?

A big impact

No impact

A little impact

Don't know

Q74 [If you answered 'a big impact' or 'a little impact' at Q73B]

Have you sought help for this?

Yes

No

Q75 [If you answered 'yes' at Q74]

Where did you seek help from?

Q76 [If you answered 'yes' at Q74]

To what extent was this helpful?

Very helpful

Unhelpful

Helpful

Very unhelpful

Neither helpful nor unhelpful

Section four: questions on veterans health services for health staff and organisations

Q77 [If you answered 'a formal response from an organisation' at Q1 or 'carer of an Armed Forces veteran (regular or reservist)', 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]

Do you provide veterans health services?

Yes

No

Q78 [If you answered 'yes' at Q77]
What veterans health services do you provide?

Q79 [If you answered 'a formal response from an organisation' at Q1 or 'carer of an Armed Forces veteran (regular or reservist)', 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]

A range of organisations offer dedicated mental and physical health services for veterans, including the NHS, social care, charities, and the voluntary sector. How confident do you feel in your knowledge of what is available in your area?

Confident

Fairly unconfident

Fairly confident

Not confident

Neither confident nor unconfident

Don't know

Q80 [If you answered 'a formal response from an organisation' at Q1 or 'carer of an Armed Forces veteran (regular or reservist)', 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]

To what extent do you think veterans experience issues accessing physical health services?

A lot

Not at all

A little

Don't know

Q81 [If you answered 'a lot' or 'a little' at Q80]
Please explain why

Q82 [If you answered 'a formal response from an organisation' at Q1 or 'carer of an Armed Forces veteran (regular or reservist)', 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]

To what extent do you think veterans experience issues accessing mental health services?

A lot

Not at all

A little

Don't know

Q83 **[If you answered 'a lot' or 'a little' at Q82]**

Please explain why

Q84 **[If you answered 'a formal response from an organisation' at Q1 or 'carer of an Armed Forces veteran (regular or reservist)', 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]**

To what extent do you think veterans experience issues accessing services for drug problems?

A little

Not at all

A lot

Don't know

Q85 **[If you answered 'a lot' or 'a little' at Q84]**

Please explain why

Q86 **[If you answered 'a formal response from an organisation' at Q1 or 'carer of an Armed Forces veteran (regular or reservist)', 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]**

To what extent do you think veterans experience issues accessing services for alcohol problems?

A little

Not at all

A lot

Don't know

Q87 **[If you answered 'a lot' or 'a little' at Q86]**

Please explain why

Q88 **[If you answered 'a formal response from an organisation' at Q1 or 'carer of an Armed Forces veteran (regular or reservist)', 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]**

To what extent do you think veterans experience issues accessing services for gambling problems?

A little

Not at all

A lot

Don't know

Q89 **[If you answered 'a lot' or 'a little' at Q88]**
Please explain why

Q90 [If you answered 'a formal response from an organisation' at Q1 or 'carer of an Armed Forces veteran (regular or reservist)', 'NHS employee', 'from another public sector organisation', 'from a health-related group, charity or organisation' or 'from a non-health voluntary group, charity or organisation' at Q2]

From the following list of health services, select those which you are aware of:

- Op COURAGE: The Veterans Mental Health and Wellbeing Service.** This includes the following services: Veterans' Mental Health Transition, Intervention and Liaison Service (TILS), Veterans' Mental Health Complex Treatment Service (CTS), Veterans' Mental Health High Intensity Service (HIS)
- Veterans Trauma Network**
- Disablement Service Centres and the Veterans Prosthetics Panel**
- None**

Q91 [If you answered 'Op COURAGE: The Veterans Mental Health and Wellbeing Service' at Q90]
Op COURAGE: The Veterans Mental Health and Wellbeing Service.

To what extent do you agree or disagree that this service is working well?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q92 [If you answered Q91]
Please explain why

Q93 [If you answered Veterans Trauma Network' at Q90]
Veterans Trauma Network

To what extent do you agree or disagree that this service is working well?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q94 [If you answered Q93]
Please explain why

Q95 [If you answered 'Disablement Service Centres and the Veterans Prosthetics Panel' at Q90]
Disablement Service Centres and the Veterans Prosthetics Panel

To what extent do you agree or disagree that this service is working well?

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | |

Q96 **[If you answered Q95]**
Please explain why

Q97 **[This question can be answered by everyone]**
If you have any other comments or feedback relating to the questions in this survey that you would like to share with us please use the space below.

About you

We would like to know a little more about you. The following questions will help us understand more about who has responded to this survey. This will help us to ensure we have listened to as many different people as possible. You can leave this section blank if you wish.

Q98 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

Please provide the first part of your postcode. Providing the first part of your postcode does not mean we will be able to identify you individually. It will help us to ensure we have gathered views from all areas.

Q99 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

What is your ethnic group? Choose one option that best describes your ethnic group or background

- | | |
|---|---|
| <input type="checkbox"/> White: English/Welsh/Scottish/Northern Irish/British | <input type="checkbox"/> Asian/Asian British: Pakistani |
| <input type="checkbox"/> White: Irish | <input type="checkbox"/> Asian/Asian British: Bangladeshi |
| <input type="checkbox"/> White: Gypsy or Irish Traveller | <input type="checkbox"/> Asian/Asian British: Chinese |
| <input type="checkbox"/> White: Roma | <input type="checkbox"/> Asian/Asian British: Any other Asian background (please specify below) |
| <input type="checkbox"/> White: Any other White background (please specify below) | <input type="checkbox"/> Black/African/Caribbean/Black British: African |
| <input type="checkbox"/> Mixed/Multiple ethnic groups: White and Black Caribbean | <input type="checkbox"/> Black/African/Caribbean/Black British: Caribbean |
| <input type="checkbox"/> Mixed/Multiple ethnic groups: White and Black African | <input type="checkbox"/> Black/African/Caribbean/Black British: Any other Black/African/Caribbean background (please specify below) |
| <input type="checkbox"/> Mixed/Multiple ethnic groups: White and Asian | <input type="checkbox"/> Other ethnic group: Arab |
| <input type="checkbox"/> Mixed/Multiple ethnic groups: Any other | <input type="checkbox"/> Any other ethnic group (please specify below) |
| <input type="checkbox"/> Mixed/Multiple ethnic background (please specify below) | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Asian/Asian British: Indian | |

Q100 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

How old are you?

- | | |
|----------------------------------|--|
| <input type="checkbox"/> 16 - 19 | <input type="checkbox"/> 55 - 59 |
| <input type="checkbox"/> 20 - 24 | <input type="checkbox"/> 60 - 64 |
| <input type="checkbox"/> 25 - 29 | <input type="checkbox"/> 65 - 69 |
| <input type="checkbox"/> 30 - 34 | <input type="checkbox"/> 70 - 74 |
| <input type="checkbox"/> 35 - 39 | <input type="checkbox"/> 75 - 79 |
| <input type="checkbox"/> 40 - 44 | <input type="checkbox"/> 80 and over |
| <input type="checkbox"/> 45 - 49 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 50 - 54 | |

Q101 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

What is your religion or belief?

- | | |
|--|--|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other Christian denominations) | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Hindu | <input type="checkbox"/> Any other religion (please specify) |
| | <input type="checkbox"/> Prefer not to say |

Q102 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

Which of the following best describes you?

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> Male | <input type="checkbox"/> Prefer to self-describe (please specify) |
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Non-binary | |

Q103 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

Is your gender identity the same as the sex you were registered at birth?

- | | | |
|------------------------------|-----------------------------|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Prefer not to say |
|------------------------------|-----------------------------|--|

Q104 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

Which of the following best describes how you think of yourself?

- | | |
|---|--|
| <input type="checkbox"/> Heterosexual or straight | <input type="checkbox"/> Other |
| <input type="checkbox"/> Gay or lesbian | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Bisexual | |

Q105 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

What is your relationship status?

- | | |
|---|---|
| <input type="checkbox"/> Married | <input type="checkbox"/> Separated |
| <input type="checkbox"/> Civil Partnership | <input type="checkbox"/> Widowed |
| <input type="checkbox"/> Single | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Divorced | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Lives with Partner | |

Q106 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]
The Equality Act 2010 protects people who are pregnant or have given birth within a 26-week period. Are you pregnant at this time?

Yes No Prefer not to say

Q107 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]
Have you recently given birth? (within the last 26-week period)

Yes No Prefer not to say

Q108 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]
Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Yes, limited a lot No
 Yes, limited a little Prefer not to say

Q109 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]
Do you consider yourself to have a disability? (The Equality Act 2010 states a person has a disability if they have a physical or mental impairment which has a long-term (12 month period or longer) or substantial adverse effects on their ability to carry out day-to-day activities).

Physical disability (please describe) Learning disability or difficulty
 Sensory disability e.g. Deaf, hard of hearing, Blind, visually impaired (please describe) Long-term illness (please describe)
 Mental health condition Other, (please describe)
 Prefer not to say

Please describe other physical disability:

Please describe other sensory disability:

Please describe other long-term illness:

Please describe other:

Q110 [If you answered 'an Armed Forces veteran (regular or reservist)', 'a serving member of the Armed Forces within 3 months of discharge (service leaver)', 'a reservist', 'family member of any of the above' or 'carer of an Armed Forces veteran (regular or reservist)' at Q2]

Do you provide care for someone? A carer is defined as anyone who cares, unpaid, for a family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support (Tick as many as appropriate)

Yes - Care for young person(s) aged younger than 24 years of age

Yes - Care for adult(s) aged 25 to 49 years of age

Yes - Care for older person(s) aged over 50 years of age

No

Prefer not to say

Thank you for taking the time to complete the survey, please return this survey using the free post address.

If you would like to receive a copy of the engagement report for this survey, please email england.armedforceshealth@nhs.net