

# DEVELOPING MENTAL HEALTH SERVICES FOR **VETERANS** IN ENGLAND

**HAVE YOUR SAY**

All comments and feedback must be received by 5pm on 31 March 2016

## NHS England INFORMATION READER BOX

### Directorate

Medical  
Nursing  
Finance

**Medical directorate**

Trans. & Corp. Ops.

Patients and Information  
Commissioning Strategy

### Publications Gateway Reference:

04641

**Document Purpose** Consultations

**Document Name** Developing mental health services for veterans in England

**Author** Armed Forces team, NHS England

**Publication Date** 25 January 2016

**Target Audience** CCG Clinical Leaders, CCG Accountable Officers, Foundation Trust CEs, Medical Directors, Directors of PH, Directors of Nursing, GPs, NHS Trust CEs, veterans and their families, service charities, Ministry of Defence

**Additional Circulation List** NHS England Directors of Commissioning Operations, Communications Leads

**Description** Following conclusion of the engagement exercise, an engagement report will be produced and made available on the NHS England website

**Cross Reference** Developing mental health services for veterans in England engagement survey

**Superseded Docs**  
(if applicable)

**Action Required** Read before completing the engagement survey

**Timing / Deadlines**  
(if applicable) **By 31 March 2016**

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## Document Status

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## WHY WE WANT YOUR OPINIONS AND IDEAS

The NHS provides 12 mental health services across England specifically for veterans. They enable specialist staff to care for veterans with mental health needs, direct them to the most appropriate service and give them effective treatment.

The services started in 2010 after publication of *Fighting Fit: a mental health plan for servicemen and veterans*<sup>1</sup>, a report by former Surgeon-Commander, Dr Andrew Murrison MP. Most of the contracts for these services are due to end in September 2016. So this gives us an opportunity to ask you what you think of them.

What you say will help us build on the strengths of our current mental health services for veterans and develop our future services.

We want our services to be easily accessible to veterans, to take account of their experiences, and **to give them high-quality and sensitive care, treatment and support – regardless of when they leave the armed forces.**

So the NHS wants to hear from anyone who has opinions to offer, and particularly from:

- people who have served in the armed forces (whether as a reservist or regular) and have used or are currently using NHS veterans' mental health services
- family members and carers
- staff and organisations that are providing mental health care, treatment and support for veterans and their families.

We really value your input and encourage you to give us your thoughts and experiences by filling in the questionnaire.

Thank you



**Kate Davies**

Head of Health and Justice, Armed Forces and their Families and Public Health Commissioning



It is estimated that about 6.1 million ex-service personnel live in the UK, including spouses, widows and children. Of these, around 2.8 million are veterans.

<sup>1</sup> This report can be viewed at: <https://www.gov.uk/government/publications/fighting-fit-a-mental-health-plan-for-servicemen-and-veterans--2>

## WHY WE SHOULD FOCUS ON VETERANS' MENTAL HEALTH

The rate of mental health problems among serving personnel and recent veterans seems to be broadly similar to that of the general UK population. However, working-age veterans are more likely to report depression. Some also suffer anxiety and post-traumatic stress disorder (PTSD), which may involve alcohol or drug misuse.

Some people experience problems when they transfer from serving in the armed forces to civilian life. Other people who may have an increased risk of mental health difficulties include reservists, combat troops, those who have had problems in their childhood, and those who have left the services early (leaving before completing four years of service).

There is growing evidence that a range of mental health conditions may appear many years after veterans leave the services. These conditions may relate to their military experiences.

Some veterans are reluctant to seek help or talk about their problems, which means they don't always access care, support and treatment. We would like to find out more about the reasons for this. Others may face difficulty getting the right help because, for example, they don't:

- think civilians understand military culture
- know about the options for help and the services available through armed forces' charities, the NHS or local authorities
- want to admit to what they regard as 'weakness' or their need for support.

**Veterans aged 16 to 54 are more likely to experience common mental health problems, such as depression and anxiety, than comparable age groups in the general population.**

*Source: Call to Mind: A framework for action, Community Innovations Enterprise on behalf of the Forces in Mind Trust and NHS England, June 2015*

**Veterans who have experienced combat are more likely to experience PTSD and there is growing evidence that some cases of PTSD occur years after they have left the services.**

*Source: Call to Mind: A framework for action, Community Innovations Enterprise on behalf of the Forces in Mind Trust and NHS England, June 2015*

## WHO DO WE WANT TO HEAR FROM?

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

- people who have served in the armed forces (whether as a reservist or regular) and have used or are currently using NHS veterans' mental health services
- family members and carers
- staff and organisations that are providing mental health care, treatment and support for veterans and their families.

We would also like to hear from veterans with a mental health condition or mental health difficulties who have not sought or received support and treatment.

## WHAT DO WE WANT TO HEAR ABOUT?

We want to hear about your views and experiences of NHS veterans' mental health services. We also want to find out more about why some veterans with mental health difficulties have not sought treatment.

## WHAT PERIOD OF TIME ARE WE ASKING ABOUT?

Most of our questionnaire is about NHS veterans' mental health services **from August 2010** to the present day. However, if you would like to give feedback on your experience of NHS mental health services for veterans **before August 2010**, we would find that really helpful too.

## WHAT DO WE WANT YOU TO DO?

We want you to share your views and experiences by filling in the questionnaire. This will help to develop NHS services which will support veterans to overcome mental health difficulties.

## WHAT IS THE TIMETABLE?

We are running this engagement from 25 January 2016 until 31 March 2016.

## WHAT NHS SERVICES DOES THIS INVOLVE?

The questionnaire is about the mental health services **provided by the NHS for veterans in England only**.

After publication of *Fighting Fit – a mental health plan for servicemen and veterans*, the NHS created 12 dedicated services across England to increase its provision of specialist medical staff to care for veterans with mental health needs.

We are particularly keen to hear your views about these services which provide a range of support services for veterans, from assessment of the difficulties people are experiencing, to recommending support or treatment which can help veterans.



## THE SERVICES WE ARE REALLY KEEN TO HEAR ABOUT ARE LISTED BELOW:

### North

#### **Military Veterans' Service (Cheshire and Merseyside, excluding Liverpool)**

Delivered by Greater Manchester West Mental Health NHS Foundation Trust.

#### **Military Veterans' Service (Greater Manchester and Lancashire)**

Delivered by Pennine Care NHS Foundation Trust in Greater Manchester, and in partnership with Lancashire Care NHS Foundation Trust in Lancashire.

#### **Veterans' Outreach Service (Yorkshire and the Humber)**

Delivered by Humber NHS Foundation Trust.

#### **Veterans' Wellbeing Assessment and Liaison Service (North East)**

Delivered by Northumberland, Tyne and Wear NHS Foundation Trust and Tees, Esk and Wear Valleys NHS Foundation Trust.

### Midlands

#### **Veterans First (Essex)**

Part of North Essex Partnership University NHS Foundation Trust.

#### **Veterans' Mental Health Services (East Midlands)**

Led by Lincolnshire Partnership NHS Foundation Trust.

#### **West Midlands Military Veterans' Hub**

Part of South Staffordshire and Shropshire NHS Foundation Trust.

### South

#### **London Veterans' Service**

Delivered by Camden and Islington NHS Foundation Trust and South London and Maudsley NHS Foundation Trust.

#### **South Central Veterans' Mental Health Service**

Delivered by Berkshire Healthcare NHS Foundation Trust.

#### **South West Veterans' Mental Health Service**

Delivered by Avon and Wiltshire Mental Health Partnership NHS Trust.

#### **Surrey Engagement: Reservists and Veterans Emotional Support (SERVES)**

Delivered by First Steps Surrey.

#### **Sussex Armed Forces Network**

Led by Sussex CCGs and Sussex Partnership NHS Foundation Trust.

Some of the above are delivered in partnership with other organisations, such as service charities.

## PLEASE SEND US YOUR COMMENTS AND FEEDBACK:

We would like you to fill in our questionnaire and send it back to us as shown below. If you don't want to fill in the questionnaire, but would still like to give us your views please contact us:

#### **By post:**

#### **Freepost VETERANS' MENTAL HEALTH**

You should find a pre-printed envelope inside every paper copy of this document. If not, you can write the freepost address on the front of an envelope and post it for free.

#### **By email:**

[feedback@nelcsu.nhs.uk](mailto:feedback@nelcsu.nhs.uk)

#### **On the internet:**

[www.engage.england.nhs.uk/survey/veterans-mental-health-services](http://www.engage.england.nhs.uk/survey/veterans-mental-health-services)

#### **By phone:**

020 3688 1615

# QUESTIONNAIRE

## ABOUT THIS QUESTIONNAIRE

- We would really value your opinions and experiences of NHS mental health services for veterans. What you tell us will help the NHS in its planning and buying (also known as 'commissioning') of mental health services that best meet veterans' needs.
- Most of the questions are about NHS veterans' mental health services **from August 2010** to the present day. This is because we would like your views on the 12 dedicated services we set up in 2010, after publication of the report *Fighting Fit: a mental health plan for servicemen and veterans*<sup>2</sup>. The report identified where we needed to give extra support to veterans. The 12 services are listed on the previous page.
- If you would like to give feedback on your experience of NHS mental health services for veterans before August 2010, we would find that really helpful too. To do this, please complete the 'About you' section on pages 3 and 4 of the questionnaire, then go to the text box in Section 6 on page 23.
- This questionnaire covers NHS veterans' mental health services in England only.
- Please pull out this questionnaire and start at the 'About you' section. The questionnaire looks long, but this is because we are gathering opinions from different groups of people. You will only need to answer the sections relevant to you, so it should only take you about 10 minutes to complete.
- Your answers will be really useful to us, and we value your time.



**ALL COMMENTS AND  
FEEDBACK MUST BE  
RECEIVED BY 5PM  
ON 31 MARCH 2016**

<sup>2</sup> This report can be viewed at: <https://www.gov.uk/government/publications/fighting-fit-a-mental-health-plan-for-servicemen-and-veterans--2>

## ABOUT THE WORDS 'VETERAN' AND 'RESERVIST'

- We use 'veteran' to mean anyone who has been a serving member of the British armed forces for a day or more. It means the same as 'ex-service personnel'. For consistency, we use only 'veteran' in the questionnaire.
- For the purposes of the questionnaire, when we say 'veteran' or when we talk about armed forces' experiences, this includes reservists as well as regulars.

## CONFIDENTIALITY

All responses will be analysed by an NHS organisation called NEL Commissioning Support Unit, and will be handled in the strictest confidence.

- Responses from individuals will be made available to NHS England, but your name and any identifiable data will be removed. You don't have to give your name if you don't want to; we will still welcome your opinions. No individual names or identifiable data will be shared or presented in any report. We may use quotations from responses in our final report about the engagement, but we will anonymise them.
- Responses made on behalf of an organisation will be made available to NHS England. They may also be made available to the public. Responses made on behalf of an organisation should not include any confidential or sensitive data.
- The responses provided will be used to create a report which summarises people's views and experiences of NHS veterans' mental health services.



When you have completed your sections of the questionnaire, please post the whole questionnaire back to us. You should find a pre-printed envelope inside every paper copy of this document. If not, you can write **Freepost VETERANS' MENTAL HEALTH** on the front of an envelope and post it for free.



# ABOUT YOU

For each question below, please put a ✓ in the box or boxes, or give the information requested. This tells us a bit about you and directs you to the right section to complete.

## 1 My name is:

You don't have to give your name if you don't want to. We will still welcome your views.

## 2 I am giving a response on behalf of: (please tick **one** box only)

☐

Myself

☐

My organisation

Note: responses on behalf of organisations may be made available to the public

☐

Other (please state):

## 3 My current or previous British armed forces' experience, or that of the person I'm responding about, relates to: (please tick all boxes that apply)

☐

Royal Navy

☐

Army

☐

Royal Air Force

☐

Does not apply to me

☐

Other (please state):

## 4 The first part of my postcode is:

This will help us see where in the country we are getting responses from. We won't use it to identify where you live.

## 5 Would you like to be kept up to date with information about this engagement?

☐

Yes

☐

No

If **yes**, please give your email or postal address. (These will be used only to keep you up to date on this engagement and not for any other purpose):

**6 Where do you tend to get information on your health?** (please tick your top **three**)

- ☐ GP
 ☐ Hospital
 ☐ Internet  
☐ Family
 ☐ Friends
 ☐ Armed forces charity  
☐ Other (please state):

**7 The option that best describes me or my organisation is:** (please tick **one** box only)

- ☐ Veteran who has, or has had, a mental health condition (please go to [Section 1](#), page 5)  
☐ Partner / spouse, family member, carer, friend or advocate of a veteran who has, or has had, a mental health condition (please go to [Section 2](#), page 11)  
☐ Mental health professional involved in veterans' mental health care  
 – Please state your job title and the type of mental health service you work in:

(please go to [Section 3](#), page 16).

- ☐ Charity or representative group  
 – Please state the name of the organisation / group and who it represents:

- If applicable, please tell us how you collected the opinions of those working for or involved with the organisation / group:

(please go to [Section 4](#), page 18).

- ☐ Clinical commissioning group\* (CCG). Please state the CCG's name:

- If applicable, please tell us how you collected the views of the CCG's members:

(please go to [Section 5](#), page 20).

- ☐ Other – please specify (please answer the sections relevant to your interest):

\* CCGs are clinically led NHS organisations responsible for planning and buying health care services for their local area.

# SECTION 1

## If you are a veteran and:

- believe you have a mental health condition but have not had treatment, please go to **Part A** below
- are currently using mental health services or have used them at some time since August 2010, please go to **Part B** on page 7.

### Part A

If you are a veteran and believe you have a mental health condition, but have not had treatment, we would like to find out why.

For each statement below, please put a ✓ in **one** box only.

#### 1 I was not aware there were NHS mental health services specifically for veterans

☐ Agree ☐ Disagree ☐ Neither agree nor disagree ☐ Don't know

If you want to tell us more about your answer, please do so:

#### 2 I could not find enough information about what NHS veterans' mental health services were available

☐ Agree ☐ Disagree ☐ Neither agree nor disagree ☐ Don't know

If you want to tell us more about your answer, please do so:

#### 3 My GP did not know enough about what NHS veterans' mental health services were available

☐ Agree ☐ Disagree ☐ Neither agree nor disagree ☐ Don't know

If you want to tell us more about your answer, please do so:

**4 I found it hard to ask for help for my mental health condition**

☐ Agree ☐ Disagree ☐ Neither agree nor disagree ☐ Don't know

If you want to tell us more about your answer, please do so:

**5 I felt no-one would understand my armed forces' experiences**

☐ Agree ☐ Disagree ☐ Neither agree nor disagree ☐ Don't know

If you want to tell us more about your answer, please do so:

**6 If you have views that are not covered in the statements above, or would like to add anything, please do so here:**

■ **Thank you** for your time. Please now complete the **monitoring questions** at the end of this questionnaire on **page 24**.

**Part B**

As you are a veteran who is currently using mental health services, or has used them at some time since August 2010, we would like to ask you some questions.

If you would like to comment on your experience of NHS mental health services for veterans **before August 2010**, you can go to the text box in **Section 6** on page 23.

For each question below, please put a ✓ in the box / boxes.

**1 What type of mental health services are you currently using or have used since August 2010? Please tick the **one** you have used **most**:**

- ☐ NHS veterans' mental health services (these are mental health services specifically for veterans)
- ☐ NHS mainstream mental health services (these are mental health services that anyone can use, not just veterans)
- ☐ Other (for example, services provided by a charity)
- ☐ Don't know

– Please give details about the services you have used or currently use:

■ Please now answer the rest of the questions in this section.

**2 How were you referred to the service?** Please tick **one** box only

- ☐ I referred myself
- ☐ My spouse / partner referred me
- ☐ Referral was part of the discharge process from the armed forces
- ☐ My GP referred me
- ☐ A charity referred me (please state which one):
- ☐ Other (please state):

**3 What, if anything, worked well about your referral process?**

Please tell us here:

**4 What, if anything, could have been improved about your referral process?**

Please tell us here:

**5 I felt my GP knew enough about what NHS veterans' mental health services were available**

- ☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Does not apply
- ☐ Don't know

If you want to tell us more about your answer, please do so:

**6 If you delayed seeking help for your mental health condition after leaving the armed forces, why was this?** Please tick all that apply:

- ☐ I found it hard to ask for help
- ☐ I was unaware of what support services were available
- ☐ I had difficulty accessing help

Please tell us about the difficulty you faced:



- ☐ I was unaware I had a mental health condition
- ☐ My mental health problems started some years after leaving the armed forces
- ☐ Other – please state

If you would like to tell us more about your answers, please do so here:

**7 My armed forces' experience has been taken into consideration during my care**

- ☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Don't know

If you want to tell us more about your answer, please do so:

**8 I have felt involved in decision-making about my care**

- ☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Don't know

If you want to tell us more about your answer, please do so:

**9 I feel the support and treatment has really helped me**

- ☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Don't know

If you want to tell us more about your answer, please do so:

**10 I was given the chance to provide feedback about my care**

- ☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Don't know

If you want to tell us more about your answer, please do so:

- 11** Were you given the opportunity to have your family member, carer or advocate present during your care?

☐ Yes ☐ No ☐ Don't know

If you answered **no**, would you have liked this option?

- 12** Did you complete the treatment programme?

☐ Yes ☐ No ☐ I am still having treatment ☐ Don't know

If you answered **no**, please state why:

- 13** What, if anything, has been the most positive thing about your care? Please tell us here:

- 14** What, if anything, could have been better about your care?

Please tell us here, and include any suggestions for improvement if you would like to:

- 15** If you would like to share anything further about your experiences of NHS mental health services, please do so here:

■ **Thank you** for your time. Please now complete the **monitoring questions** at the end of this questionnaire on **page 24**.

## SECTION 2 If you know a veteran and

- believe they have a mental health condition but have not had treatment, please go to **Part A** below
- they are currently using mental health services or have used them at any time since August 2010, please go to **Part B** below.

### Part A

If you know a veteran who you believe has a mental health condition, but has not had treatment, we would like to find out why.

For each statement below, please put a ✓ in **one** box only.

- 1** In my opinion, they were not aware there are NHS mental health services specifically for veterans

☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Don't know

If you want to tell us more about your answer, please do so:

- 2** In my opinion, they could not find enough information about the services available

☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Don't know

If you want to tell us more about your answer, please do so:

- 3** In my opinion, their GP did not know enough about what services were available

☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Don't know

If you want to tell us more about your answer, please do so:

**4** In my opinion, they found it hard to ask for help for their mental health condition

☐ Agree ☐ Disagree ☐ Neither agree nor disagree ☐ Don't know

If you want to tell us more about your answer, please do so:

**5** In my opinion, they felt no-one would understand their armed forces' experiences

☐ Agree ☐ Disagree ☐ Neither agree nor disagree ☐ Don't know

If you want to tell us more about your answer, please do so:

**6** If you have views that are not covered in the statements above or would like to add anything, please do so here:

■ **Thank you** for your time. Please now complete the **monitoring questions** at the end of this questionnaire on **page 24**.

## Part B

As you are someone who knows a veteran who is currently using mental health services or has used them at any time since August 2010, we would like your views.

If you would like to give feedback on NHS mental health services for veterans **before August 2010**, you can go to the text box in **Section 6** on page 23.

For each statement below, please put a ✓ in one box only.

**1** What type of mental health services is the person you know currently using or has used since August 2010? Please tick the **one** they have **most** used:

- ☐ NHS veterans' mental health services (these are mental health services specifically for veterans)
- ☐ NHS mainstream mental health services (these are mental health services that anyone can use, not just veterans)
- ☐ Other (for example, services provided by a charity)
- ☐ Don't know

– Please give details about the services you have used or currently use:

■ Please now answer the rest of the questions in this section.

**2 What is your relationship with the veteran you know?**

☐ Partner or spouse

☐ Family member

☐ Carer

☐ Friend

☐ Advocate

☐ Other (please state):

**3 In my opinion, I played an important part in their referral to NHS veterans' mental health services**

☐ Agree

☐ Disagree

☐ Neither agree nor disagree

☐ Don't know

If you want to tell us more about your answer, please do so:

**4 In my opinion, I felt there was enough support and information available to help them access the right services**

☐ Agree

☐ Disagree

☐ Neither agree nor disagree

☐ Don't know

If you want to tell us more about your answer, please do so:

**5 In my opinion, their GP knew enough about what services were available**

☐ Agree

☐ Disagree

☐ Neither agree nor disagree

☐ Don't know

If you want to tell us more about your answer, please do so:

**6 In my opinion, they found it hard to ask for help for their mental health condition**

☐ Agree

☐ Disagree

☐ Neither agree nor disagree

☐ Don't know

If you want to tell us more about your answer, please do so:



**7** Were you offered the opportunity to be involved in their care?

☐ Yes ☐ No ☐ Don't know

If **no**, would you have liked this option?

**8** In your opinion what, if anything, has been good about their care, and why?

Please tell us here:

**9** In your opinion what, if anything, could have been better about their care, and why?

Please tell us here and include any suggestions for improvement if you would like to:

**10** If you would like to add anything more about your views of NHS mental health services, please do so here:

■ **Thank you** for your time. Please now complete the **monitoring questions** at the end of this questionnaire on **page 24**.

## SECTION 3 Mental health professionals

As you are a mental health professional involved in veterans' mental health care, we would like your views.

For the questions below, please put a ✓ in **one** box only and, if you can, give the information requested.

- 1** In the 'About you' section, we asked you for your job title. Please tell us more about your role in veterans' mental health care:

- 2** Are you aware there are NHS mental health services specifically for veterans?

☐ Yes ☐ No (please skip question 3) ☐ To some extent

If you would like to tell us more about your answer, please do so here:

- 3** Do you think NHS veterans' mental health services are working well?

☐ Yes ☐ No ☐ To some extent ☐ Don't know

If **yes**, what is working well? Please tell us here:

If **no** or **to some extent**, what could be improved? Please include any suggestions you have:

- 4 For various reasons, some veterans have difficulty asking for help for a mental health condition. Do you think we can do more within NHS veterans' mental health services to address this?

☐ Yes ☐ No ☐ Don't know

If you answered **yes**, please tell us any suggestions you have:

- 5 Do you think some veterans who need mental health care face difficulties accessing it?

☐ Yes ☐ No ☐ To some extent ☐ Don't know

If you answered **yes** or **to some extent**, please explain why:

- 6 If you have views that are not covered in the questions above, or would like to add anything, please do so here:

- **Thank you** for your time. Please now complete the **monitoring questions** at the end of this questionnaire on **page 24**.

## SECTION 4 Charity or representative group

For each question below, please put a ✓ in **one** box only.

**1 Does your organisation offer care, treatment or advice to veterans?**

☐ Yes ☐ No ☐ Don't know

If you answered no or don't know, please skip question 2.

**2 Please tell us**

What kind of care, treatment or advice your organisation offers:

Is the nature of the care, treatment or advice:

☐ Formal, such as via an NHS contract  
☐ Informal, such as advice given to veterans via a website  
☐ Both

**3 Do you think NHS veterans' mental health services are working well?**

☐ Yes ☐ No ☐ To some extent ☐ Don't know

If **yes**, what is working well? Please tell us here:

If **no** or **to some extent**, what could be improved? Please include any suggestions you have:

- 4 For various reasons, some veterans have difficulty asking for help for a mental health condition. Do you think we can do more within NHS veterans' mental health services to address this?

☐ Yes ☐ No ☐ Don't know

If you answered **yes**, please tell us any suggestions you have:

- 5 If you work alongside an NHS organisation, do you think there are aspects of this relationship that could be improved?

☐ Yes ☐ No ☐ Don't know ☐ Does not apply

If you answered **yes**, please include any suggestions:

- 6 If you have views that are not covered in the questions above, or would like to add anything, please do so here:

■ **Thank you** for your time. Please now complete the **monitoring questions** at the end of this questionnaire on **page 24**.

# SECTION 5

## Clinical commissioning groups (CCGs)

For each question below, please put a ✓ in the box / boxes.

- 1** Do you think veterans with mental health problems in your area face difficulties accessing care?

☐ Yes ☐ No ☐ To some extent ☐ Don't know

If you answered **yes** or to some extent, please explain why:

- 2** Do you commission specific veterans' mental health services?

☐ Yes ☐ No ☐ Don't know

If you answered **yes**, please state from whom:

- 3** A range of organisations offer services and treatment for veterans, including the NHS, charities and representative groups. How confident do you feel in your knowledge of what is available in your area?

☐ Confident  
☐ Fairly confident  
☐ Neither confident nor unconfident  
☐ Fairly unconfident  
☐ Not confident  
☐ Don't know

- 4** Do you think there is value in NHS veterans' mental health services being delivered as:

An additional / separate service to general mental health services?

☐ Yes ☐ No ☐ Don't know

Please explain why:



Part of general mental health services, and not as a separate service?

☐ Yes ☐ No ☐ Don't know

Please explain why:

- 5** If NHS veterans' mental health services continue to be delivered as an additional / separate service to general mental health services, what would be the benefits and drawbacks?

Benefits:

Drawbacks:

- 6** If NHS veterans' mental health services were delivered as part of general mental health services, and not as a separate service, what would be the benefits and drawbacks?

Benefits:

Drawbacks:

- 7** If you were to commission specific veterans' mental health services in the future, or increase the provision of services you already commission, what would help you do this? Please tick all that apply

- ☐ More knowledge of what services are currently available to veterans living in this area
- ☐ More information about the number and location of veterans living in this area
- ☐ Information about best practice for veterans' mental health in other areas
- ☐ Information to help me understand the specific needs of veterans with mental health conditions
- ☐ Other – please explain:

- 8** I would like to see CCGs take over full responsibility for commissioning veterans' mental health services in the future

- ☐ Agree      ☐ Disagree      ☐ Neither agree nor disagree      ☐ Don't know

Please explain why:

If you agree, how might you demonstrate assurance that veterans' mental health services are a distinct element of general mental health services?

**■ Thank you for your time. Please now complete the monitoring questions at the end of this questionnaire on page 24.**

## SECTION 6

You have come to this section because you would like to give feedback on NHS mental health services for veterans **before August 2010**. Please use the text box below to do this.

If this experience of mental health care **before August 2010** made you, or the person you know, reluctant to seek help later, please tell us about this.

■ **Thank you** for your time. Please now complete the **monitoring questions** at the end of this questionnaire on **page 24**.

## EQUALITY MONITORING QUESTIONS

We would find it useful if you could answer these questions so we can see what type of people are responding, whether they think differently from other groups and if any groups are not represented. For each question below, please put a ✓ in **one** box only and provide the information if requested.

### What gender do you identify yourself as?

☐ Male ☐ Female ☐ Prefer not to say ☐ Other If you would like to, please state:

### How old are you?

☐ Under 16 ☐ 16-25 ☐ 26-40 ☐ 41-65 ☐ 66-74  
☐ 75 or over ☐ Prefer not to say

### Do you consider yourself to have a disability?<sup>3</sup>

☐ Yes ☐ No ☐ Prefer not to say

### Which of the following best describes your sexual orientation?

Only answer this question if you are aged 16 years or over

☐ Heterosexual ☐ Gay ☐ Lesbian ☐ Bisexual ☐ Prefer not to say ☐ Other

### What is your ethnic group?

White

☐ Welsh / English / Scottish / Northern Irish / British  
☐ Irish ☐ Gypsy or Irish Traveller  
☐ Any other White background (please state):

Mixed

☐ White and Black Caribbean ☐ White and Black African ☐ White and Asian  
☐ Any other mixed background (please state):

Asian or Asian British

☐ Indian ☐ Pakistani ☐ Chinese ☐ Bangladeshi  
☐ Any other Asian background (please state):

Black or Black British

☐ Caribbean ☐ African ☐ Any other Black background (please state):

Other ethnic group

☐ Arab ☐ Other (please state):  ☐ Prefer not to say

### What is your religion or belief?

☐ None ☐ Christian ☐ Buddhist ☐ Hindu ☐ Jewish  
☐ Muslim ☐ Sikh ☐ Any other religion (please state):   
☐ Prefer not to say

<sup>3</sup> The Equality Act 2010 defines disability as a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities



## PLEASE SEND US YOUR COMMENTS AND FEEDBACK:

We would like you to fill in our questionnaire and send it back to us as shown below. If you don't want to fill in the questionnaire, but would still like to give us your views please contact us:

**By post:**

**Freepost VETERANS' MENTAL HEALTH**

You should find a pre-printed envelope inside every paper copy of this document. If not, you can write the freepost address on the front of an envelope and post it for free.

**By email:**

[feedback@nelcsu.nhs.uk](mailto:feedback@nelcsu.nhs.uk)

**On the internet:**

[www.engage.england.nhs.uk/survey/veterans-mental-health-services](http://www.engage.england.nhs.uk/survey/veterans-mental-health-services)

**By phone:**

020 3688 1615

# QUESTIONS AND ANSWERS

## WHAT IS THE NHS TRYING TO DO?

The NHS is asking people about their views and experiences of existing NHS veterans' mental health services by involving veterans and their families, NHS clinicians and staff, clinical commissioning groups (CCGs), charities, voluntary organisations, patient groups and other key groups.

## WHO COMMISSIONED (ASKED FOR) THIS ENGAGEMENT?

NHS England.

## WHY IS THE NHS DOING THIS?

We are doing this to help us develop future mental health services for veterans. We want these services to be accessible, to take account of veterans' experiences, and to give high-quality and sensitive care, treatment and support, regardless of when people leave the armed forces.

We want to give people who have used NHS veterans' mental health services an opportunity to tell us what is good, and what could be improved, about the care and treatment they have received.

We would also like to hear the thoughts and experiences of people and organisations who provide these services.

## WHAT IS THE NHS NOT DOING?

The NHS is not reducing funding for veterans' mental health services.

## HOW WILL PATIENTS AND OTHER SERVICE USERS BENEFIT?

Your views will help to ensure that future NHS veterans' mental health services build on the strengths of current services and give veterans good access to care, treatment and support that are right for the individual.



## HOW WILL THIS AFFECT STAFF WORKING IN OUR CURRENT SERVICES?

We will identify any potential impact on staff as part of the future commissioning process. We will keep staff informed throughout this process.

## WHEN WILL THE NEW SERVICES BE LAUNCHED?

We hope to launch the new services by autumn 2016.

ALL COMMENTS AND  
FEEDBACK MUST BE  
RECEIVED BY 5PM  
ON **31 MARCH 2016**



## GLOSSARY AND ABBREVIATIONS

<b>CCGs</b>	Clinical commissioning groups. These are clinically led NHS organisations responsible for planning and buying health care services for their local area.
<b>COMMISSIONING</b>	The planning, buying and delivery of services.
<b>NEL CSU</b>	NEL Commissioning Support Unit.
<b>NHS</b>	National Health Service.
<b>NHS ENGLAND</b>	The organisation that leads the NHS in England. It is responsible for setting the priorities and direction of the NHS.
<b>PTSD</b>	Post-Traumatic Stress Disorder.
<b>REFERRAL</b>	This means a person is referred to a specialist doctor for consultation, review, or further action.
<b>VETERAN</b>	The armed forces covenant defines a veteran as anyone who has been a serving member of the British armed forces for at least one day. This includes both the regular forces and the reserve forces.

If you want to find out more about this engagement exercise, please look at our website at: [www.engage.england.nhs.uk/survey/veterans-mental-health-services](http://www.engage.england.nhs.uk/survey/veterans-mental-health-services)





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## DO YOU NEED HELP?

If you are a veteran and you are experiencing mental health difficulties, please use the information below to find out where you can get help and support:

<b>North</b>	
Military Veterans' Service (Cheshire and Merseyside, excluding Liverpool*)	<a href="http://www.gmw.nhs.uk/military-veterans-services">www.gmw.nhs.uk/military-veterans-services</a> Tel: 0151 908 0019
Military Veterans' Service (Greater Manchester and Lancashire)	<a href="http://www.penninecare.nhs.uk/your-services/military-veterans-service">www.penninecare.nhs.uk/your-services/military-veterans-service</a> Tel: 0300 323 0707
Veterans' Outreach Service (Yorkshire and the Humber)	<a href="http://www.humber.nhs.uk/services/veterans-outreach-service">www.humber.nhs.uk/services/veterans-outreach-service</a> Tel: 01482 617594
Veterans' Wellbeing Assessment and Liaison Service (North East)	<a href="http://www.ntw.nhs.uk/vwals">www.ntw.nhs.uk/vwals</a> Tel: 0191 441 5974
<b>Midlands</b>	
Veterans First (Essex)	<a href="http://www.nevmhn.org.uk/veterans-first-service">www.nevmhn.org.uk/veterans-first-service</a> Tel: 01206 228759
Veterans' Mental Health Services (East Midlands)	<a href="http://www.lpft.nhs.uk/our-services/adult-services/veterans-mental-health-services">www.lpft.nhs.uk/our-services/adult-services/veterans-mental-health-services</a> Tel: 01952 822 753
West Midlands Military Veterans' Hub	<a href="http://veterans.sssft.nhs.uk">http://veterans.sssft.nhs.uk</a> Tel: 01785 258041 Additional number: 0800 500 3113
<b>South</b>	
London Veterans' Service	<a href="http://londonveterans.nhs.uk">http://londonveterans.nhs.uk</a> Tel: 020 3317 6818
South Central Veterans' Mental Health Service	<a href="http://www.berkshirehealthcare.nhs.uk/scvs">www.berkshirehealthcare.nhs.uk/scvs</a> Tel: 0118 929 6426
South West Veterans' Mental Health Service	<a href="http://www.swveterans.org.uk">www.swveterans.org.uk</a> Tel: 0300 555 0112
Surrey Engagement: Reservists and Veterans Emotional Support (SERVES)	<a href="http://www.firststeps-surrey.nhs.uk/serves">www.firststeps-surrey.nhs.uk/serves</a> Tel: 0808 801 0325
Sussex Armed Forces Network	<a href="http://www.sussexarmedforcesnetwork.nhs.uk">www.sussexarmedforcesnetwork.nhs.uk</a> Tel: 01903 843941

\*Military Veterans in Liverpool should use the Talk Liverpool Service, provided by Mersey Care NHS Trust:  
[www.talkliverpool.nhs.uk](http://www.talkliverpool.nhs.uk) Tel: 0151 228 2300