



Veterans - your Guide to Support and Resources

Welcome to Cedars Medical Centre - Caring for our Veterans with Dedication and Respect

Introduction

At Cedars Medical Centre, we are committed to providing exceptional healthcare services tailored to meet the unique needs of our veterans. Our team is trained to understand and support the physical, mental, and emotional well-being of those who have served our country.

Surgery is now officially accredited as an Armed Forces Veteran Friendly GP Practice. A veteran is someone who has served in the British Armed Forces (regular or Reserve) for at least one day. Veterans also include any member of the Merchant Marines who has served in a war zone.

If you are a veteran patient, please let the surgery know that you have served so that we can make sure you receive the most appropriate care as and when you need it.

Maintaining your Health and Well-Being

- **Regular Check-Ups** - schedule health check-ups as requested by the GP to monitor your overall well-being.
- **Mental Health Support** – book a GP appointment if you experience anxiety, depression, or stress related to vision loss.
- **Stay Active** - engage in physical activities suited to your abilities to maintain fitness and mental health.
- **Support Groups** – join a local a community support group to connect with fellow veterans and share experiences.

How to Register

Complete and return the Veterans form to enable surgery to put you on our register.

Helen Walton is our Veteran Champion and will be your first point of contact for any queries. Please contact surgery if you need any support, advice or to book an appointment.

CEDARS MEDICAL CENTRE

Sandbach Road South, Alsager, ST7 2LU

Tel: 01270 443080

E-mail: contactcedars@nhs.net

Veterans Form

Cedars Medical Centre keeps a register of patients who are Veterans – if you would like to be registered, please complete and return this form back to our Reception Team.

Patient Details

I would like to have it recorded on my medical records that I am a Veteran					
First name(s):			Surname:		
Title:	Mr	Mrs	Ms	Miss	Date of Birth:
Address:			Postcode:		
Home telephone:					
Mobile number:					
E-mail					
Which Military Services did you serve with:					
From:			To		
Please state below what additional support (if any) or access requirements are needed when visiting the surgery.					
I hereby confirm the information I have provided is true and accurate					
Signed			Dated:		
Internal use EMIS alert put on	Yes		No		

USEFUL CONTACTS – GENERAL

Royal British Legion Veterans Breakfast Club - last Saturday of each month - 9-11am. Plough Inn, Alsager £1.50/£2.50 including tea or coffee

Armed Forces and Military Veterans (UK) / Help for Heroes - their support gives individuals the skills, confidence and knowledge to make a success of life in the civilian world. Their teams can help people get back on their feet, if they are having money problems, need somewhere to live, are struggling to get a job, or don't know how to apply for benefits - **0300 303 9888**.

OpCOURAGE - The Veterans Mental Health and Wellbeing Service - specialist care for service leavers, reservists, veterans and their families. Midlands contact details - **0300 323 0137** / mevs.mhm@nhs.net. If you are still serving you can also call the Military Mental Health Helpline on **0800 323 444**.

Op COURAGE: The veterans Mental Health and Wellbeing Service

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

It does not matter if you're due to leave the armed forces, just left the armed forces or left many years ago. Op COURAGE are there to help and understand the courage it takes to speak to someone.

When you contact Op COURAGE, 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

Call the midlands contact number: **0300 323 0137** or email mevs.mhm@nhs.net

The Wellbeing Hub (IAPT)

The Wellbeing Hub is an NHS service provided by Cheshire & Wirral Partnership (CWP) offering support to people in the community with mild-moderate mental health problems such as:

- depression
- generalised anxiety disorder (GAD)
- obsessive compulsive disorder (OCD)
- panic
- social anxiety disorder
- post-traumatic stress disorder (PTSD)

You can self-refer to this service – **0300 3030 639** (office hrs)

**24/7 - Mental Health Phone Line
(CWP- Cheshire and Wirral Partnership)**

If your mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly.

Please **call 0800 145 6485** and dedicated local staff will support you to access the help you need.

The phone lines are open 24 hours a day, seven days a week and is open to people of all ages – including children and young people.

The phone line is now the **first port of call** for mental health help. If you call NHS111 you may have to wait longer for help and may be re-directed to this local service – please call **0800 145 6485**.

Mentell - support and advice for men aged 18+. They provide free face to face or on-line circles for men to talk (or just listen) in a safe and confidential space.

Emergency Contact

In case of an emergency, please contact:

- **Emergency Services: 999**
- **24-Hour NHS Helpline: 111**

Additional reading information can be found on the NHS website – please visit:

www.nhs.uk/nhs-services/armed-forces-community

USEFUL CONTACTS – NATIONAL ORGANISATIONS

Combat Stress

For serving personnel, veterans and armed forces families.

The charity Combat Stress provides self-help advice on their website. They offer mental health helplines for 24/7 confidential advice and support

<https://combatstress.org.uk/>

Veterans and their families helpline: 0800 138 1619

Serving personnel and their families helpline: 0800 323 4444

You can also text on 07537173683 and email helpline@combatstress.org.uk

Defence Medical Welfare Service (DMWS)

For serving personnel, veterans and armed forces families.

Defence Medical Welfare Service (DMWS) provides practical and emotional support to military personnel, veterans, their families and other entitled civilians when they're in hospital, rehabilitation or recovery centres.

<https://dmws.org.uk/>

Help for Heroes

For wounded, injured and sick serving personnel and veterans, and their families.

The Help for Heroes charity provides physical, psychological, financial and welfare support to wounded, injured and sick service personnel and veterans, and their families. Contact Help for Heroes through their website to see how they can support you.

<https://www.helpforheroes.org.uk/>

Royal British Legion

For serving personnel, veterans and armed forces families.

The Royal British Legion gives advice and support on wellbeing on their website and through their community branches. For additional advice and support, the Royal British Legion also have an online chat and helpline that is open 8am to 8pm, 7 days a week.

<https://www.britishlegion.org.uk/>

Helpline: 08088028080

Service Families Federations

For serving personnel and their families.

The 3 Service Families Federation offer independent and confidential advice on a range of issues for all service families.

[Website for Army Families - https://aff.org.uk/](https://aff.org.uk/)

[Website for Naval Families - https://nff.org.uk/](https://nff.org.uk/)

[Website for Royal Air Force Families - https://www.raf-ff.org.uk/](https://www.raf-ff.org.uk/)

SSAFA

For serving personnel, veterans and armed forces families.

SSAFA provides lifelong emotional and practical support. To get support, call their helpline or use their online chat Monday to Friday, 9 to 5.30pm.

<https://www.ssafa.org.uk/>

Helpline: 0800 260 6767

STOLL

For veterans who struggle to live independently.

Provides housing and support services to help veterans live independently.

<http://www.stoll.org.uk/>

Togetherall

For serving personnel, reservists, veterans and armed forces families.

Togetherall is a mental health support service that provides anonymous, round-the-clock online support, with trained counsellors available at all times. There's a supportive community and lots of free resources that all armed forces personnel, reservists, veterans and their families can use at any time.

<https://togetherall.com/en-gb/>

Veterans Gateway

For veterans and their families.

Veterans Gateway provides wellbeing support and advice on their website and with their 24/7 Live Chat, text messaging and helpline.

<https://www.veteransgateway.org.uk/>

Helpline: 08088021212

Text chat: 81212

https://support.veteransgateway.org.uk/app/chat/chat_launch

Walking with the Wounded

For veterans and their families.

Walking with the Wounded offers support services for a range of issues, such as mental health, employment, criminal justice and addiction. Their website offers information on how to be referred to their services

<https://walkingwiththewounded.org.uk/>

SMART Recovery

SMART Recovery runs a network of self-help and mutual aid meetings where participants help themselves and fellow members with recovery from any kind of addictive behaviour.

<https://smartrecovery.org.uk/>

Armed forces charities for people with specific healthcare conditions

Blesma

For veterans who have experienced life-changing limb loss, lost the use of a limb, or lost sight during service, as well as their families.

Blesma, The Limbless Veterans, offers advice and support through their local support officers. Blesma also provides financial assistance to help with the additional costs of disability.

<https://blesma.org/>

Blesma phone number: 020 8590 1124

Blind Veterans UK

For veterans who have experienced sight loss and their families.

Blind Veterans offers community groups, rehabilitation and support with care as well as advice on their website.

<https://www.blindveterans.org.uk/>

Phone number: 0800 389 7979

Women's armed forces charities

Salute Her UK

For women veterans who are survivors of military sexual trauma and their families.

Salute Her UK provides a support service which offers mental health therapy and interventions for women survivors of military sexual trauma in a single sex environment.

<https://www.forward-assist.com/salute-her>

LGBT+ armed forces charities

Fighting with pride

For LGBT+ serving personnel, veterans and their families.

Fighting with Pride advise on how to get help and provide information for LGBT+ members of the armed forces community.

<https://www.fightingwithpride.org.uk/>

Addiction charities - Alcoholics Anonymous (AA)

AA is a free self-help network. Its "12-step" programme involves getting sober with the help of regular support groups. AA believes people with drink problems need to give up alcohol permanently.

<https://www.alcoholics-anonymous.org.uk/>

Support for ex-Armed Forces personnel at Veterans in Mind Cheshire and Merseyside

To refer yourself to this service,
please contact single point of
access on 0151 908 0019

Alternatively complete the
online referral form via
[www.gmmh.nhs.uk/military-
veterans-services/](http://www.gmmh.nhs.uk/military-veterans-services/)



The service delivers specialist, high quality, and effective clinical treatment to veterans who suffer from ongoing psychological issues, resulting from their time as a serving member of the armed forces.

The established staff team has developed expertise in working with military service related psychological difficulties, giving us the right skills and knowledge to work effectively with our service users. Types of psychological difficulties can include trauma related problems; various anxiety based problems; substance misuse;

problems with self-management, including anger; depression and problems related to adjusting to civilian life after military service.

We also provide the necessary links to support veterans and their families with housing, financial and social needs. We do this by working in partnership with local Veterans' agencies, who can offer a range of service users, from increasing social networks, to linking in with other services that may be useful, promoting long-term recovery.





What we do

Veterans in Mind works collaboratively with you to provide support and care with a focus on improving psychological wellbeing, increasing social networks and promoting long-term recovery.

We deliver timely, effective clinical treatment and welfare support to ex-forces personnel who suffer from ongoing psychological issues resulting from their time serving in the Armed Forces. These can include moderate to severe problems with depression, anxiety, substance misuse, trauma, adjustment disorders and other difficulties.

Through our partnerships, we can offer some support to ex-forces personnel and their families in relation to housing, financial, and social needs.

How can I access the service?

To make a referral you can complete a simple online referral form by visiting www.gmmh.nhs.uk/military-veterans-services

Alternatively, you can contact the service on 0151 908 0019.

We accept self-referrals and referrals from healthcare professionals, GPs, third party organisations, family members or carers.

Please note that individuals referred into the service must be registered with a GP in Cheshire or Merseyside (excluding Liverpool).

Feedback

Customer Care Team

☎ 0800 587 4793 (freephone) ✉ customercare@gmmh.nhs.uk

Please contact us if you require support with this information, including other languages, audiotape, braille or larger print.

For more information about GMMH

- 🌐 www.gmmh.nhs.uk
- 🐦 @GMMH_NHS
- 📘 /GMMentalHealth

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Military Veterans' Support From Veterans in Mind, in Cheshire and Merseyside



Veterans in Mind provide psychological therapy and recovery interventions to ex-service personnel who have served in the armed forces and are registered with a GP in Cheshire & Merseyside (excluding Liverpool).

Our aim is to contribute to improving the mental health and wellbeing of ex-forces personnel and their families.

The Veterans in Mind service is delivered by Greater Manchester Mental Health NHS Foundation Trust (GMMH) in partnership with Veterans of the Foundation, Veterans in Sefton and the Armed Forces Community Support Hub.

Our services

The specialist mental health services we offer incorporate a wide range of psychological interventions tailored to meet the individual needs of all veterans. These can include:

- Comprehensive clinical assessment
- Clinical psychology
- Support with housing, benefits, occupational and social issues
- Psychological therapy for post-traumatic stress disorder (PTSD) including Eye Movement Desensitisation and Reprocessing (EMDR) and Cognitive Behavioural Therapy (CBT)
- CBT-informed interventions at Step 2 and Step 3
- Recovery-focused interventions around alcohol and substance use

We offer all of our interventions individually and face to face

Who can access the service?

A veteran is someone who has served to at least one day in any of the British Armed Forces, regular or reserves.

Veterans in Mind provides support for ex-forces personnel who are experiencing psychological difficulties associated with being in the Armed Forces, and require intervention to recover from these.

We are commissioned to provide our services in the counties of Cheshire and Merseyside (excluding the Liverpool city area).

Our team

Working with Veterans of the Foundation, the Armed Forces Community Support Hub and Veterans in Sefton, Greater Manchester Mental Health NHS Foundation Trust (GMMH) have a team of expert staff, who are fully trained and informed to understand the unique experiences of ex-forces personnel. Our team values enable us to provide a caring and non-judgemental approach and we are sensitive to military culture.

Our highly-skilled professional team includes a psychologist, a high intensity therapist, psychological wellbeing practitioner and a recovery coordinator who provides specialist assessments and interventions for ex-forces personnel.

Where are our services?

Veterans in Mind offer treatment and support out in the community across Cheshire and Merseyside (excluding Liverpool) in a wide range of locations that are convenient to our service users. Locations typically include health centres, GP surgeries and community bases. We aim to ensure you have a choice of where you would like to attend.

Coming to meet us

You can self-refer to our service using the online form, or over the telephone if you require support. You can also ask that someone make a referral on your behalf. Initially you will be contacted via telephone for a brief discussion around the referral, your needs and what you can expect from the service. If the service is suitable for you, you will then be offered an assessment with one of the team and we will collaboratively assess and discuss what treatments and therapies are right for you. We will also discuss future appointments and the best location for these to take place.

We understand how important confidentiality is to you and we will explain fully what you can expect and how we will maintain your confidentiality. As NHS professionals, we always work to ensure your confidentiality at all times.