



Information for clients and referrers

We are an enhanced local NHS community based service for ex-service personnel who have complex mental health problems related to their military service, including Post Traumatic Stress Disorder that has not improved with earlier care and treatment.

Crisis

The Veterans' Mental Health TIL Service and Complex Treatment Service are not crisis services. In the event of a mental health crisis please contact your GP, call 111 or attend your local A&E Department and request to be seen by the Psychiatric Liaison Team.

Who provides the service?

This is an NHS service commissioned by NHS England. It is delivered by Camden and Islington NHS Foundation Trust in partnership with Sussex Partnership NHS Foundation Trust.

Other support and help for veterans

The Veterans' gateway is a directory for veterans and their families to enable them to explore the available support on offer:
www.veteransgateway.org.uk

How to contact us

An individual, family member, GP or military charity can refer to the Veterans' Mental Health TIL Service.

The referral and consent form can be found on our website below.

Single point of access contact details:

NHS Veterans' Mental Health
TIL Service –
London and South East England
St Pancras Hospital
4th Floor
West Wing
4 St Pancras Way
London, NW1 0PE

Phone: 020 3317 6818

Email: cim-tr.veteranstilservice-LSE@nhs.net

Visit: www.veteransservicelse.nhs.uk

If you are unsure about referring someone or unsure about self-referring, or just have a question please call the above number and we will try to assist. Alternatively, visit our website and find out more about the service as well as information about common mental health problems and other sources of support and help for veterans.



The NHS Veterans' Mental Health Complex Treatment Service – London and South East was launched on 1 April 2018 and is integrated within our existing NHS Veterans' Mental Health Transition, Intervention and Liaison (TIL) Service – London and South East England.

What does the Complex Treatment Service do?

We provide intensive care and treatment for up to 32 weeks. This may include psychological therapy, as well as access to support from other services to address issues such as substance misuse, physical health, employment, accommodation and financial issues.

The service is provided by a team of mental health specialists who have an expert understanding of the armed forces. The team works in collaboration with

the wider NHS, statutory bodies, local authorities and charities including armed forces charities, to ensure coordinated care and support. We can also meet with partners or family members to offer information and advice.

What to expect?

Access to the Veterans' Mental Health Complex Treatment Service is via the NHS Veterans' Mental Health TIL Service to ensure that local mainstream NHS services are considered for each individual first.

Upon receipt of referral, the Veterans' Mental Health TIL Service will contact veterans and, if appropriate, offer an initial face-to-face assessment within two weeks.

After an assessment the Veterans' Mental Health TIL Service will draw up a care plan with the veteran, which will include recommendations for support or

treatment that can help get their life back on track. This may involve help from local NHS Services or from other organisations such as veteran charities.

If the right help is not available, veterans will also be considered for either support and psychological treatment within the Veterans' Mental Health TIL Service or more intensive support within the Complex Treatment Service.

The Complex Treatment Service aims to contact clients and offer an appointment within ten working days of receiving the referral.

Who is this service for?

This service is open to all ex-service members of the British Armed Forces living in London, Kent, Medway, Surrey, East Sussex, West Sussex, Brighton and Hove.

We can see UK reservists when they are not mobilised. Individuals will be seen either by our London team or Sussex team.

