Royal College of General Practitioners

NHS

Patient charter: our commitment to you as a veteran of the UK Armed Forces

The NHS is here to help improve your health and wellbeing and keep you mentally and physically well. It is also here to help you get better when you are ill and, when you cannot fully recover, to stay as well as you can until the end of your life.

This means that you can expect the following from our practice:

- We will ask all patients if they have served in the UK Armed Forces (as a regular or reservist). If you have, we will note this in your medical record, with your permission.
- We will ask you to share details of your time in service to help us to assess the best support and treatment for you.
- The information you share will be kept confidential and we will always speak to you before sharing this with other services you may be referred to.
- You can make an appointment to see our clinical lead for veteran's health. This person has a comprehensive understanding of the Armed Forces, health conditions linked to service, and the dedicated support you can access.
- The NHS has a duty to support the health commitments of the Armed Forces Covenant. This means that you will get priority treatment for any medical condition which has been caused by your service, subject to the clinical needs of other patients.
- We will let you know what choices are available for your care and treatment and help you to make informed decisions on what to do.
- Where appropriate and with your consent, we can refer you to dedicated veterans health services.
- If you need to be seen by another service, we will let them know you're a veteran and make sure they have an understanding of your health and wellbeing needs, so you don't have to keep repeating your 'personal story'.
- We can give advice and support to your loved ones who may be affected by your health conditions.
- We will investigate any issues and complaints that you may have about your care. If you have any concerns about the services we offer, please speak to one of the practice team.

To find out more, please speak to our practice manager or one of our GPs or nurses.

If you would like to provide feedback on how we are performing as a veteran friendly GP practice, please let a member of our staff know or you can send your comments to the Royal College of General Practitioners at **Veterans@rcgp.org.uk**

For information on health services for the Armed Forces community, please visit the NHS website at **www.nhs.uk/armedforceshealth** **Twitter @NHSArmedForces**