OpRESTORE

NHS
The Veterans Physical Health and Wellbeing Service



The veterans physical health and wellbeing service for those who have served in the UK Armed Forces

What is Op RESTORE?

Op RESTORE: The Veterans Physical Health and Wellbeing Service is an NHS service that supports individuals who have served in, or are leaving, the UK Armed Forces and have continuing, physical health injuries and related medical problems attributed to their time in the Armed Forces.

Working together with military and civilian medical professionals, along with Armed Forces charities, our teams understand military life and the longer-term care and support that may be required for veterans, Service leavers, reservists, families and carers.

How can Op RESTORE help?

If you have a physical health injury and related medical problems attributable to your time in Service, Op RESTORE can help by:

- ensuring you can access the right care and support
- making sure you are treated by people who understand the military and specialise in the type of physical injury and related medical problems you may have
- putting together a care plan with you shaped around your specific physical care needs
- working with Op COURAGE should you need support for your mental health and wellbeing
- supporting you and your family access additional help where needed from Armed Forces charities whom we work in partnership with.

Who is Op RESTORE for?

It does not matter when the physical health injury or related medical problems occurred or how long ago you left the Armed Forces, Op RESTORE can help you if:

- you have served at least one day in the UK Armed Forces
- you are soon to leave or are in the process of leaving the UK Armed Forces
- you have sustained a physical health injury that was attributable to your time in Service regardless of when that happened
- you have ongoing medical problems related to the physical injury sustained in Service
- we have received a clinical referral from your GP.



"Once we've received your referral, a support worker will get in touch – this usually takes about five working days."

We work closely with:

- the Ministry of Defence and Defence Medical Services to ensure those transitioning out of Service have access to Op RESTORE where needed
- Op COURAGE: The Veterans Mental Health and Wellbeing Service
- the NHS across England, including GP surgeries and hospitals
- the 42 integrated care boards across England who are responsible for most of your health and social care
- Armed Forces charities, including Defence Medical Welfare Services, Blesma - The Limbless Veterans, Help for Heroes, the Royal Marines Charity and Blind Veterans UK, who can offer you further support.

How can I get help?

Ask your GP to refer you to Op RESTORE – we can then create a plan for you using clinical information from your medical records.

Your GP can get a referral form by emailing: imperial.oprestore@nhs.net



What happens next?

Once we have received your referral and clinical information from your GP, a support worker from one of our partner Armed Forces charities will get in touch – this usually takes about five working days. Your support worker can:

- help you to access any non-clinical welfare and wellbeing support you need
- talk through any concerns or questions you have
- keep you updated as your referral is being reviewed
- help your family or carer access support if needed.

How long will it take?

Once we have your referral and the Service-related clinical information from your GP, our multi disciplinary team, made up of doctors, nurses and therapists, will review it. This process normally takes about eight weeks, during which time we will develop a plan for your care.

It may be that you are already receiving the most appropriate health care for your needs. If this is the case, we will let your GP know that there is no clinical change to your NHS care, though you will still be able to access welfare and wellbeing support if you need it.

We want to make sure that you are seen by a clinician with the right skills and experience to treat you, so may refer you to other NHS services depending on your clinical needs.



We use existing NHS services and because of this you may have to wait a while before seeing someone. Please be aware that the NHS service we recommend may or may not be local to you. We will work with you to ensure you are able to see the best person to treat you, with the choice of where you go for treatment remaining with you.

Whilst Op RESTORE is unable to reduce NHS waiting times, we work alongside Armed Forces charities to provide wider support to you and your family.

Then what happens?

Once your clinical plan has been agreed by a consultant with expertise in Service related physical health injuries and associated medical problems, we will contact your GP who will let you know the next steps. We aim to make sure everything runs smoothly. Your support worker will stay in touch with you, providing further help for you and your family if needed.

"Regardless of how long you served for, or how long ago you left the Armed Forces, we can help you get the right support to restore your health and wellbeing."

OpRESTORE

For more information, speak to your GP or email:
imperial.oprestore@nhs.net

Op RESTORE is the new name for the Veterans Trauma Network

www.nhs.uk/oprestore

For more information on health services for veterans, visit **nhs.uk/armedforceshealth**

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