



University Hospitals Tees

Armed Forces Community Awareness Pack Ward and Outpatient Information



**VETERAN
AWARE**



Caring
Better
Together

Who are the Armed Forces Community?

The armed forces community includes a variety of individuals associated with military service, such as:

- **Regular Personnel:** current serving members of the Royal Navy, Royal Marines, British Army, or Royal Air Force.
- **Reservists:** Individuals who volunteer to serve in the Armed Forces while maintaining civilian careers.
- **Veterans:** Anyone who has served in the Armed forces for at least one day, including those who have transitioned to civilian life.
- **Families:** Spouses, civil partners, children and parents.
- **Bereaved families:** Family members of service personnel and veterans who have died.

What Should I ask the Patient?

On admission or arrival to your ward or department, please ask the patient, 'Have you or anyone in your immediate family ever served in the Armed Forces? rather than 'Are you a veteran?'

This question is included the nursing admission for inpatients on both MIYA and TrakCare.

Why?

The Trust is a veteran's accredited organisation, meaning that we have signed up to the Armed Forces Covenant.

Healthcare providers are expected to:

- Ensure this community does not experience disadvantages as a result of their service compared to other citizens.
- Special consideration is appropriate in some cases for those who have given the most such as the injured or bereaved.
- Family members should retain their places on NHS waiting lists if moved around the UK due to the service person being posted.
- Veterans should receive priority treatment for a service-related health condition/injury, subject to clinical need.
- Cared for in a way which reflects the nation's moral obligation and by healthcare professionals with an understanding of the Armed Forces culture.

There are over 1.85 million UK Armed forces veterans living within England and Wales – Office for UK National Statistics, Census, 2021.

During their stay - for South Tees Hospitals

- Please add the patients Armed Forces status to e-Camis via the Critical Patient Information (CPI) flag.

Patient Registration

MR ORSON DAVID CART

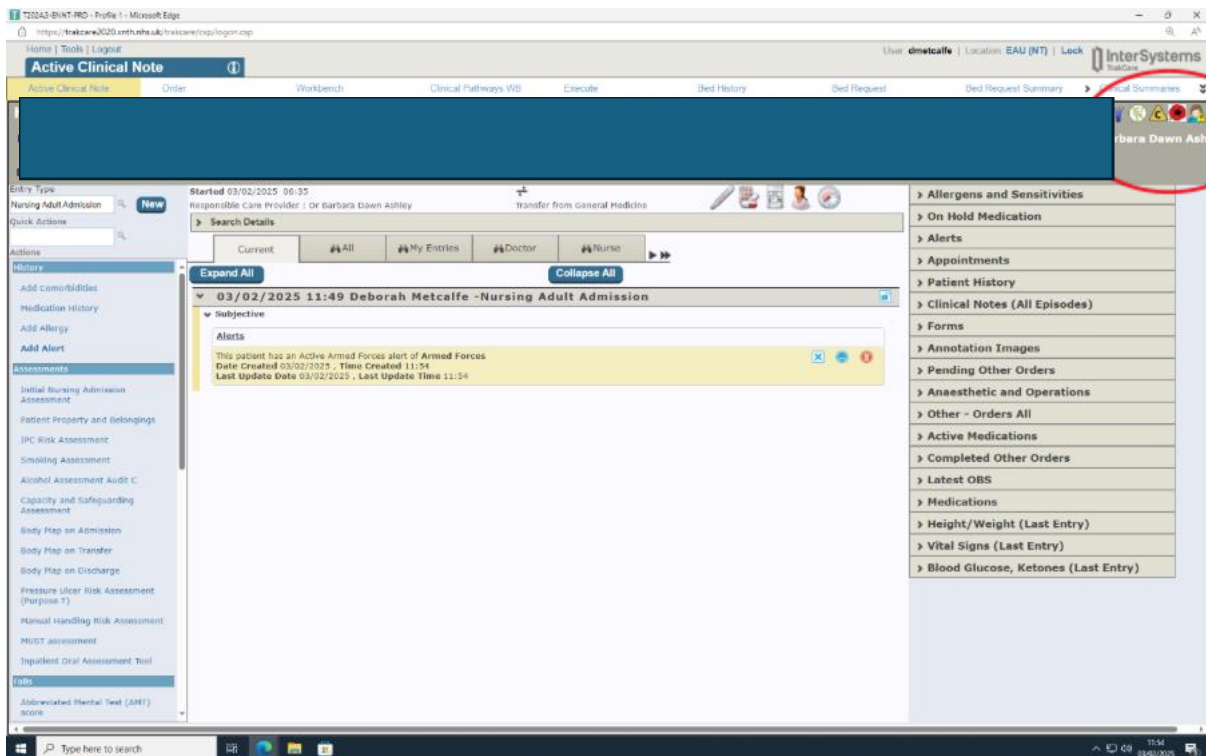
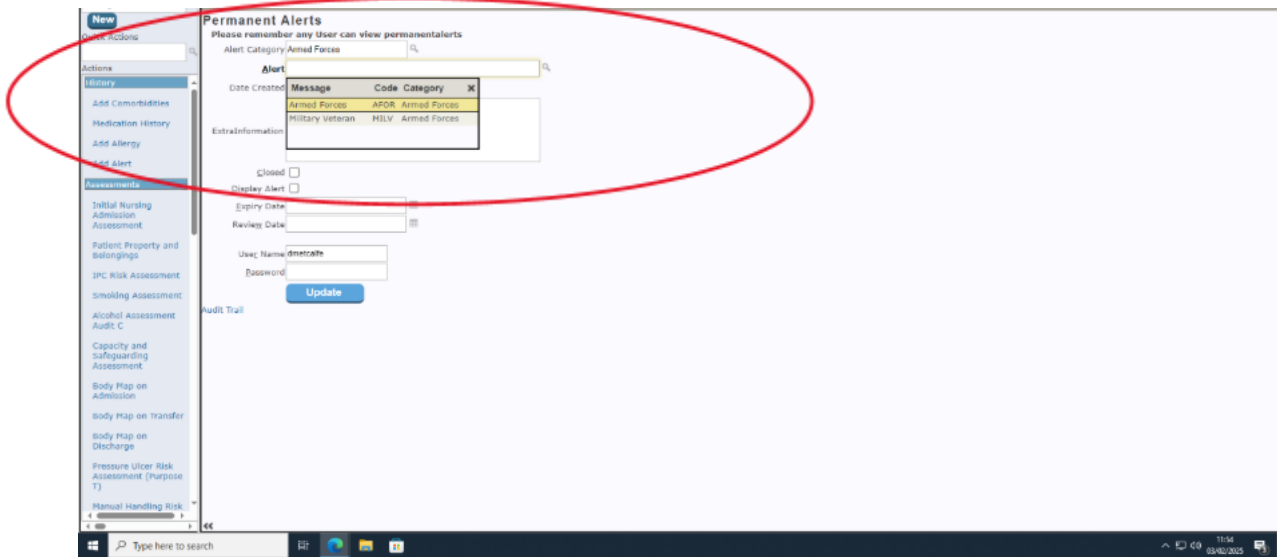
Flag	Status	From	To	Category
Learning Disability	1 active			Clinical
01 = Contact X52241 Learning Disabilities		09/03/2022		
Anaphylaxis	1 active			Clinical
1 = Please See Alert On Evolve		12/04/2022		
Armed Forces (CPI)	4 active			Clinical
1 = Retired From Active Service		29/06/2022		
2 = Active Service		29/06/2022		
3 = Reserve		29/06/2022		
4 = Family Member		29/06/2022		
Allergies (CPI)	none active			Clinical
Special Cases (CPI)	none active			Clinical
30 = If Admitted Inform Oncall Neurology Team		31/12/2021	27/01/2022	
MRSA	none active			Clinical
A&E Concerns (CPI)	none active			Clinical
Active Chemotherapy	none active			Clinical
Special Needs/Requirements	none active			Clinical
Transfusion Social Req (CP	none active			Clinical

Please set the various checkboxes to indicate the status flags for the patient

<input type="checkbox"/> 3 DAY SWAB COMPLETED	<input type="checkbox"/> 3 DAY SWAB REQUIRED	<input type="checkbox"/> 5 DAY SWAB COMPLETED	<input type="checkbox"/> 5 DAY SWAB REQUIRED
<input type="checkbox"/> 7 DAY SWAB COMPLETED	<input type="checkbox"/> 7 DAY SWAB REQUIRED	<input checked="" type="checkbox"/> ARMED FORCES	<input type="checkbox"/> AWAITING DIAGNOSTICS
<input type="checkbox"/> CARE PACKAGE	<input type="checkbox"/> MEDICATION COMPLIANCE DEVICE	<input type="checkbox"/> COMPLEX DISCHARGE	<input type="checkbox"/> COVID NEGATIVE
<input type="checkbox"/> COVID POSITIVE	<input type="checkbox"/> CPE A	<input type="checkbox"/> CPE GREEN	<input type="checkbox"/> CPE RED
<input type="checkbox"/> CRITICAL CARE OPINION	<input type="checkbox"/> L1 CRITICAL CARE LEVEL 1	<input type="checkbox"/> L2 CRITICAL CARE LEVEL 2	<input type="checkbox"/> L3 CRITICAL CARE LEVEL 3
<input type="checkbox"/> DEMENTIA	<input type="checkbox"/> DIETICIAN	<input type="checkbox"/> DISCHARGE LOUNGE	<input type="checkbox"/> DELAYED TRANSFER OF CARE
<input type="checkbox"/> PATIENT DUE TO BE DISCHARGED TODAY	<input type="checkbox"/> PATIENT DUE TRANSFERRED INTERNAL TODAY	<input type="checkbox"/> END OF LIFE	<input type="checkbox"/> ENHANCED OBSERVATIONS
<input type="checkbox"/> ENHANCED OBSERVATIONS 2	<input type="checkbox"/> ENHANCED OBS 3	<input type="checkbox"/> FRAILTY SCORE 1 TO 4	<input type="checkbox"/> FRAILTY SCORE 5 TO 6
<input type="checkbox"/> FRAILTY SCORE 7 TO 9	<input type="checkbox"/> INPATIENT SURVEY COMPLETE	<input type="checkbox"/> LEARNING DISABILITY	<input type="checkbox"/> MAJOR TRAUMA
<input type="checkbox"/> MEDICATION RELATED ISSUES FOR REVIEW	<input type="checkbox"/> MED REC AND PHARMACIST REVIEW COMPLETE	<input type="checkbox"/> MED REC COMPLETE REVIEWS REQUIRED	<input type="checkbox"/> NIL BY MOUTH
<input type="checkbox"/> NEW PATIENT	<input type="checkbox"/> NEW PATIENT ICON 2	<input type="checkbox"/> NOT FOR CRITICAL CARE	<input type="checkbox"/> OCCUPATIONAL THERAPY ASSESSMENT COMPLETE
<input type="checkbox"/> OCCUPATIONAL THERAPY ASSESSMENT REQUIRED	<input type="checkbox"/> PASSPORT	<input type="checkbox"/> PATIENT SWABBED	<input type="checkbox"/> PHYSIOTHERAPY ASSESSMENT COMPLETED

During their stay - for North Tees Hospitals

- Please add the patients Armed Forces status to TrakCare using the poppy flag.



Help for Heroes Nurse

University Hospital Tees employs a specialist nurse to co-ordinate care across healthcare services for members of the Armed Forces community

- Please refer any patients of the Armed Forces community to Hannah Robertson
- Referrals can be made by phone, email or web-ice referral: 074831040354 / Hannah.robertson7@nhs.net
- Working hours are Monday – Friday 0800-1600 and patients can be visited at any of the hospital sites across University Hospital Tees.

Hannah can support patients of the Armed Forces Community by referring them into the Help for Heroes charity for physical and mental health support, financial and well-being support, clinical support within the community, navigating the healthcare sector, and integrating veterans into the local community, as well as signposting or referring to other 3rd party organisations that support the Armed Forces Community.

Staff Training

Free online training courses for staff

- [Level 1 – Basic Level Awareness](https://e-learningforhealthcare.org.uk) – suitable for all staff caring for veterans and their families (e-learningforhealthcare.org.uk) 20 min
- [Mental health trauma informed veteran aware training \(TIVAT\)](#) – All call signs
- [Suicide awareness](#) – from Help for Heroes and Zero Suicide Alliance
- [Introduction to the Armed Forces](#) – from the University of Chester

For more information on how the group supports members of the Armed Forces Community please visit the relevant trust website:

- South Tees Website - [Veteran Aware – South Tees Hospitals NHS Foundation Trust](https://xstees.nhs.uk) (xstees.nhs.uk)
- North Tees Website - [Armed Forces Covenant - North Tees and Hartlepool NHS Foundation Trust](#)

An aid for the support of patients who are members of the Armed Forces community



**Royal British
Legion**
Support & Advice



SSAFA
Support & Advice



Help for Heroes
Live Well Charity



Veterans Gateway
Directory of
Services



Op RESTORE
Service Attributable
Physical Injuries



Op COURAGE
Mental Health



Op Fortitude
Homelessness



Op NOVA
Criminal Justice



**Defence Medical
Welfare Service**
Healthcare Charity



Little Troopers
Military Children's
Charity



Blind Veterans UK
Sight Loss Charity



BLESMA
The Limbless
Veterans Charity

Hover your smartphone camera directly
over the QR code, to be taken to the website



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