



Royal Cornwall Hospitals
NHS Trust

We are proud to be Veteran Aware

Information for patients



Outstanding
Care for One+All

We Are a Veteran Aware Hospital

We're proud to support the Armed Forces community and aim to provide the best possible care to service personnel, veterans, reservists and their families.

Let us know if you've served

If you or your partner has ever served in the UK Armed Forces, please tell a member of staff. This helps us tailor your care and offer extra support where needed.

Why is this important?

By recording your veteran status in your NHS medical notes, you may be able to access specialist services such as:

- mental health support
- physical health support
- help with hearing and or sight loss
- specialist equipment or assistance to aid your recovery
- assistance with housing provision.

If your illness or injury is related to your time in the military, you might also be eligible for a faster hospital appointment.

Our commitment to veterans

We are part of the Veterans Covenant Healthcare Alliance (VCHA). This is a network of NHS hospitals in England committed to improving care for the Armed Forces community and sharing best practice across the NHS, in line with the Armed Forces Covenant.

At Royal Cornwall Hospitals (RCHT), we:

- support the health commitments of the Armed Forces Covenant, which ensures fair treatment for serving personnel, veterans, and their families
- give special consideration when needed
- train our staff to understand and meet veterans' healthcare needs
- have earned the Gold Award from the Defence Employer Recognition Scheme for our support to staff who are veterans and their families.

Services and support for veterans

We work with a range of services that are available to benefit the Armed Forces community. We can connect you to any of the following:

Op RESTORE – Veterans Physical Health and Wellbeing Service

➔ Email: imperial.oprestore@nhs.net



Op COURAGE – The Veterans’ Mental Health and Wellbeing Service

➔ Telephone: 0300 034 9986

➔ Email: mevs.mhm@nhs.net



Combat Stress – 24/7 mental health helpline

➔ Telephone: 0800 138 1619

Op FORTITUDE – Referral pathway for Veterans who are homeless or at risk of homelessness.

➔ Telephone: 0800 952 0774



Help for Heroes – contact West Plymouth Recovery Centre

➔ Telephone: 01752 562179



Royal British Legion

➔ Telephone: 0808 802 8080 from 8am to 8pm,
7 days a week



SSAFA – The Forces Charity

➔ Telephone: 01822 832204 (answer phone only)
➔ Email gov.uk/government/collections/find-support-for-veterans-and-their-families



Army Benevolent fund

➔ Telephone: 02079018900

Royal Air Force Benevolent fund

➔ Telephone: 08001692942

Royal Navy Benevolent fund

➔ Telephone: 02392690112

What further support is available?

There are many service charities and organisations.

Veterans' Gateway is the first point of contact for veterans and their families:

- ➔ Telephone: 0808 802 1212
- ➔ Text: 81212
- ➔ Website: veteransgateway.org.uk



Or contact us at RCHT:

- ➔ Telephone: 01872 254551
- ➔ Email: rcht.veterans@nhs.net



We'll connect you to the right support for your needs, from healthcare and housing to employment, finances, personal relationships and more.

Interested in working for the NHS?

Veterans and reservists bring valuable skills and experience to the NHS for many roles. We hold a Gold Award through the Defence Employer Recognition Scheme and support recruitment through:

- Step Into Health
- Career Transition Partnership
- Forces Family Jobs (for family members of currently serving UK military personnel)
- Find out more at: militarystepintohealth.nhs.uk

We also make suitable adjustments to support our staff from the Armed Forces community in the workplace from flexible working arrangements to additional leave entitlement.

About the Armed Forces Covenant

The NHS is committed to the 2012 Armed Forces Covenant. This is a national promise which was enshrined in law in the 2021 Armed Forces Act to treat veterans and their families fairly. It's based on two key points:

- **No disadvantage** - you and your family shouldn't be worse off due to your service.
- **Special consideration** - where appropriate, for those who are injured or bereaved from service.

Even when moving between areas for military postings, your family's access to healthcare should remain consistent. The NHS always prioritises people with the most urgent clinical need. At the same time, it is important that your unique health and social needs are recognised and supported. The VCHA will help in sharing best practice in this area.

Tell us how we're doing

Your feedback helps us improve. If you have any feedback or suggestions, please contact Patient Experience.

→ rcht.patientexperience@nhs.net

Further information

For more information on NHS healthcare for veterans, visit the NHS Choices website at [nhs.uk](https://www.nhs.uk) and search for 'veteran'.



To get this information in a different format
call 01872 252690

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