

## Who can refer to VNHSW?

### Referrals are welcomed from:

- Veterans and Reservists (self-referral)
- Primary care services (GP, primary mental health services)
- Secondary mental health services (CMHT, in-patient services)
- Third sector organisations (The Royal British Legion, Change Step etc.)
- Armed Forces (DCMHS)
- Family members (with consent)
- Any other professional working with or supporting a veteran

## How to refer to VNHSW

### You can refer by:

1. Completing our online referral form at [www.veteranswales.co.uk](http://www.veteranswales.co.uk) and going to the page 'referrals' or:
2. Contacting the main office via phone or e-mail:
  - **T: 03000 857 964**
  - **E: [BCU.Admin-veterans@wales.nhs.uk](mailto:BCU.Admin-veterans@wales.nhs.uk)**

## Where to get more information

### Veterans' NHS Wales

Psychological Therapies Dept.  
Ty Derbyn  
Wrexham Maelor  
Croesnewydd Road  
Wrexham  
LL13 7TD

**T: 03000 857 964**

**E: [BCU.Admin-veterans@wales.nhs.uk](mailto:BCU.Admin-veterans@wales.nhs.uk)**

 /WelshVeteranService

 @veteranswales

 [www.veteranswales.co.uk](http://www.veteranswales.co.uk)

### Out-patient clinics are available in

- |                  |                           |
|------------------|---------------------------|
| • Colwyn Bay     | • Tremadog                |
| • Holywell       | • Wrexham                 |
| • Llanfairfechan | • Welshpool (North Powys) |
| • Rhyl           |                           |

### Useful contact numbers

VETERANS' GATEWAY  
24 Hour First Point of Contact

**Free phone: 0808 802 1212**

**Text: 81212 (request call back)**

**Website: [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)**

CALL

24 Hour Mental Health Helpline for Wales

**Freephone: 0800 132 737**

**Text: 'Help' to 81066**



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board



**VETERANS**  
**NHS WALES**

An NHS service for veterans  
with military-related mental  
health conditions

[www.veteranswales.co.uk](http://www.veteranswales.co.uk)

## What is Veterans' NHS Wales (VNHSW)?

VNHSW is a NHS service which provides specialist mental health assessments and out-patient psychological and medication treatments.

## Who is VNHSW for?

VNHSW is a priority mental health service for veterans and reservists who have served in HM Armed Forces and who have a suspected service-related mental health condition.

Veterans sometimes develop **service-related** mental health problems and these can occur for many reasons ranging from deeply shocking operational experiences to difficulty adapting to civilian life.

You DO NOT need to have served in a combat role in the Armed Forces to experience service-related psychological health problems.



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## Do you experience any of the following since military service?

- Sleepless nights?
- Frequent conflict with partners, family members and friends?
- Difficulty coping with day to day tasks?
- Avoiding social activities?
- Feelings that you have changed since military service?
- Feelings of guilt or shame?
- Symptoms of depression, anxiety or PTSD?
- Coping with symptoms through use of alcohol, drugs or self-harm?



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**Helping veterans to get back on track with their lives**



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## What veterans have said about VNHSW

"This was the first time that I felt that I was speaking to a therapist who understood my issues as a veteran"

"The treatment was rightly challenging, but has been extremely effective – even when I sometimes did not believe it would work"

"After ten years of diagnoses I have made a big step forward now instead of being in the situation during flashbacks I can now see myself from outside which is hugely important for me"

"My therapist was great and knew how to handle the subjects I talked about"

"My therapist was able to make me see things in a different way and help me and my family become closer than we have ever been"