

Wednesday 29th July 2015

Dear Steve

Thanks for this. It is interesting that you have commissioned this small survey. We have also commissioned something similar but on a larger scale from the Company of Makers and are looking to receive the results early in the New Year. The CoM work closely with Shore Leave Haslar and VOS and have been working throughout Portsmouth to gather opinions and information.

I will come back to you with a formal response to your questions shortly.

With best wishes

Elizabeth

Dr Elizabeth Fellows

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CCG Working Day: Wednesdays

Wednesday 5th August 2015

Dear Steve,

Thanks for sending your survey on Veterans done by Shoreleave Haslar to Portsmouth CCG. I received this as hard copy and via the general inbox.

I lead on this agenda for Portsmouth CCG and we have done quite a lot of work on this area. Please see my replies to your specific questions below.

I am happy to try to answer any further questions you might have in the future.

1 All our practices have changed their new patient questionnaires to include a question around veteran status, reservists or family of serving personnel. They are also opportunistically case finding and building their registers. We have 2041 veterans registered in the city- with 1056 family members registered. This is showing huge improvements as the baseline start from 13/14 was 14311 for veterans. We introduced the request to identify reservists from this year as the code is now available.

2 We have given all practices the information to allow them to apply for full medical records of service leavers and those veterans whose records arrive in the practice incomplete. From our own practice experience this is still hard to achieve particularly with those who have left the services some years ago, but we still try!

I have also been party to the national efforts to improve automatic transfer of records and work continues to aim for this to be the norm although progress is slower than I might have hoped.

3 Within our Local enhanced service with primary care, practices are being asked for one GP in every practice to undertake the RCGP toolkit for veterans this year. We also have delivered regular updates to practices to remind them of the armed forces covenant, local services for veterans,

including VOS. We have delivered our Company of Makers survey to be distributed in practices as well as many other venues across the city.

We have a veterans area on our GP information portal which is visible on every GP computer desktop and this includes information on VOS as well as SCVS South Coast Veterans Service, Combat stress and other available resources such as Big White Wall. We add information to this as it becomes available such as Blind veterans UK etc.

We have delivered a recent update to include the information around why identification of reservists is needed, what their particular needs may be and where they can access services and when.

4 we have also worked with our local IAPT service Talking Change and they have veteran champions within their service to provide an enhanced service to veterans and similarly within AMH. Both these services also work closely with VOS so the right service sees the patients.

Within Portsmouth we are aware that we could do better for veterans with alcohol and substance misuse problems and have been working with Combat Stress to try to find dedicated workers for this group, so far this hasn't worked out and we are currently looking at other ways of supporting this vulnerable group.

I hope this is of use.

With many thanks

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