

# Contact us

## High Intensity Service

Call **NHS 111** and tell us you are a veteran if you are in need of urgent support. You can also contact us via email [snhs.veteranshis.se@nhs.net](mailto:snhs.veteranshis.se@nhs.net)

If you feel you are at immediate risk call **999**.

Any professional can refer a veteran into the HIS service with their permission. You can do this via email [snhs.veteranshis.se@nhs.net](mailto:snhs.veteranshis.se@nhs.net) or by calling the NHS111 professional line.

For more information visit:

[www.solent.nhs.uk/join-us/armed-forces-programme/his/](http://www.solent.nhs.uk/join-us/armed-forces-programme/his/)

## Transition, Intervention and Liaison Service

If you do not have urgent mental health needs but would like support with your mental health and wellbeing, you can contact the Veterans Mental Health Transition, Intervention and Liaison Service (TILS)

**Call:** 0300 365 0300

**Email:** [bks-tr.referralhub@nhs.net](mailto:bks-tr.referralhub@nhs.net)

Contact details for TILS will change shortly, please refer to their website:  
[www.berkshirehealthcare.nhs.uk/veterans-tils](http://www.berkshirehealthcare.nhs.uk/veterans-tils)

## Working in partnership

The Hampshire and Isle of Wight service is a unique collaboration and is proudly delivered by NHS111, Solent NHS Trust, South Central Ambulance Service, Walking With The Wounded, All Call Signs, Isle of Wight NHS Trust and Southern Health NHS Foundation Trust.



## Veterans' Mental Health High Intensity Service

Hampshire and Isle of Wight

# If you are a veteran and experiencing a mental health crisis, you can call NHS 111...

...and you will be referred into the Veterans' Mental Health High Intensity Service





## How can we help you?

The Veterans' Mental Health High Intensity Service (HIS) is a self-referral service for veterans and their families experiencing a crisis or in need of urgent mental health support in Hampshire and the Isle of Wight.

You can refer yourself to the service by calling NHS111 and identifying yourself as a veteran. Alternatively, you can ask your GP or any advocate to make a referral for you.

Once you are referred into the High Intensity Service, an assessment of both physical and mental health, along with any social requirements, such as housing, will be made. Any family or carers will also have their support needs assessed.

You will be contacted by a Peer Support Worker, someone who

themselves has lived experience of life in the armed forces and is trained to assist you.

The HIS Veterans Mental Health Lead will work with you, alongside the Peer Support Worker to help you access the right support, at the right time. This could be from another Veteran's Mental Health Service such as the Transition, Intervention and Liaison Service (TILS), Complex Treatment Service (CTS) or access to your local mental health, substance misuse team or Armed Forces Charity.

The HIS team will walk alongside you throughout your journey. We are here to help you whilst you are in crisis and following that, provide support for you to gain stability in your life.

To find out more about the service, visit [www.solent.nhs.uk/join-us/armed-forces-programme/his/](http://www.solent.nhs.uk/join-us/armed-forces-programme/his/)

## Which service do I need?

### High Intensity Service (HIS)

It is for veterans who are in crisis or need urgent mental health care. The High Intensity Service (HIS) will be there to support you, to provide stability, help you to engage with other services and provide support for your family.

As well as, working alongside local services and existing veterans mental health services (TILS and CTS) to support you through the crisis, the HIS can also provide support with a number of other issues.

- Employment
- Compensation
- Physical health
- Social activities
- Immigration
- Debt
- Benefits
- Housing
- Other

### Transition, Intervention and Liaison Service (TILS)

If you, or a veteran you know, are experiencing mental health issues, your first point of contact should be TILS. TILS is a specialist service supporting armed forces veterans experiencing a variety of challenges post discharge. TILS can help you with mental health difficulties you may be experiencing and other problems for example housing, employment and finances to get your life back on track.

TILS will work with you and can help you get the support you need which might be from other organisations such as military charities or a local NHS service, including the Veterans Complex Treatment Service which offer support for military attributable mental health issues such as PTSD.

TILS accept self-referrals and referrals from charities, other professionals and families.