

Veterans First Point Lanarkshire: Pioneering a unique NHS and third sector partnership



AUTHORS

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BACKGROUND

- Veterans First Point (V1P) is a service designed by veterans for veterans. Focus groups with veterans have highlighted a lack of services which met veterans' specific needs.
- In September 2016, V1P established its Lanarkshire branch; the only branch in the network set-up as a partnership between NHS and third sector.
- V1P Lanarkshire brings together the NHS, the Health and Social Care Partnership boards, and services from the third sector in keeping with the drive towards Health and Social Care integration.
- Working this way has allowed us to successfully marry the long tradition of community-based peer support, Veteran experience, and clinical expertise to create a service that embodies the V1P ethos and that works for Lanarkshire.

AIMS

- The aim of the V1P model is to provide access to a high quality, coordinated service, with the veteran at the centre, underpinned by key values of accessibility, credibility and co-ordination.



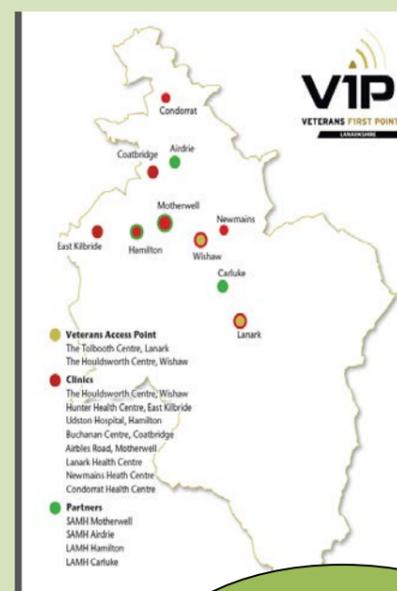
“Seeing a psychologist within 5 weeks and the veteran peer support worker helped me by giving me direction in getting help with other agencies – great guy”

- We provide a health and well-being service to veterans and their families in Lanarkshire and beyond, with a particular focus on veterans with complex difficulties who are most in need.

METHODS

- V1P Lanarkshire collates quantitative and qualitative data.
- The quantitative data is gathered from information routinely collected through contact with veterans and the forms completed at registration.
- Figures are also collated from a full case review of all veterans registered with V1P Lanarkshire.

Working in partnership to offer a Lanarkshire wide service



“There are more groups and organisations out there that I didn't know existed”

“I probably wouldn't be here today if I had not had help from V1P. I know I still need to work on myself. I find always being welcomed after moving and being able to keep in contact is a big help”

“V1P Lanarkshire's services have proved to be essential and much valued by veterans struggling to cope with daily living as a consequence of their combat related mental ill-health. The positive impact is even greater where there are families.” (ASAP)

OUTCOMES

Accessibility:

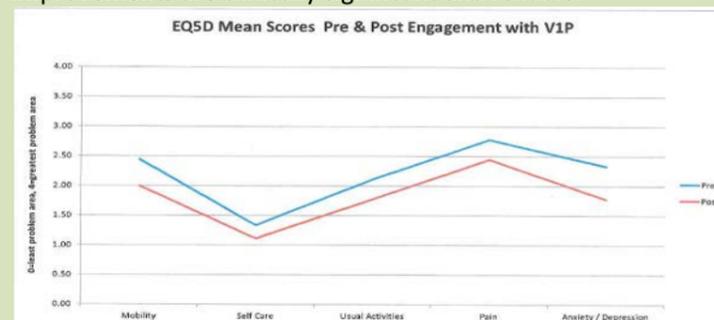
- V1P Lanarkshire accepts a wide range of referring routes.

Referring Agency	No of Referrals
Health Service	51
ASAP	69
Combat Stress	29
Self Referral	91
Criminal Justice	5
Other Veteran Charities	23
Partner Agencies	27
MOD	6

- 30% of veterans accessing support from V1P refer themselves.
- V1P Lanarkshire is providing services to veterans aged from late teenage years to over 65.
- Veterans of the Army represent the majority of the V1P caseload while other services make up smaller proportions.

Credibility:

- Three clinical measures used in the evaluation have all demonstrated improvements over time in depression, distress and functional impairment. Improvements are clinically significant and reliable.



Co-ordination:

- Strong links with military charities, organisations or agencies have also resulted in direct referrals or self-referrals with support. Referrals from or encouraged by military charities, organisation or agencies account for 29% of referrals to V1P services.
- Significant proportions of veterans live in areas of multiple deprivation, have mobility and other physical problems so co-ordination with housing, employment and health services is vital.

CONCLUSIONS

The V1P Lanarkshire model is successfully delivering an accessible, credible and co-ordinated Veteran specific service by:

- Engaging with the veterans who are most in need
- Working in partnership with military and third sector organisations that support veterans.
- Improving the social circumstances and mental health of veterans.
- Facilitating connections to enable veterans to seek supports in their community.

REFERENCES

- The Scottish Government (2017). Mental Health Strategy 2017 – 2027: A 10 Year Vision.
- Murrison, A. (2010). Fighting Fit: a mental health plan for servicemen and veterans, Policy Paper, Gov.UK.
- Veterans First Point Scotland (in development): Veterans First Point Evaluation.



In Partnership with

