

OUR HISTORY



DMWS was formed by the Joint War Committee of the British Red Cross Society and The Order of St John of Jerusalem in 1943. Celebrating over seven decades of providing welfare support to the Armed Forces community, DMWS is proud to have made a huge impact on the lives of wounded, injured and sick personnel from all three services and their families. Our expertise, rooted in operational experience, enables us to offer our service to other frontline workers, who put themselves in harms' way to protect the public.

CONFIDENTIALITY

DMWS respect your right to privacy. Please speak to one of our staff for details of our Confidentiality Policy.



DMWS is a registered Charity in England and Wales (1087210) and in Scotland (SC045460)
Company Limited by Guarantee No. 04185635 (England and Wales)

OUR PEOPLE

DMWS Welfare Officers are highly trained, professional individuals, often from a military or NHS background. They use their knowledge and skills to navigate patients through their care pathway and 'speak the language' of the frontline organisation as well as the NHS. DMWS trains all its Welfare Officers to Level 3 Diploma standard in Welfare Studies and they are all qualified Mental Health First Aiders.

CONTACT US

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Caring For Those Who Serve
Frontline To Recovery



DMWS - Medical Welfare Service

Information for Patients



"DMWS will be remembered by all the families they have helped. Going that extra mile every day of the week, far beyond the call of duty."

Mum of an injured Marine

WHAT EXACTLY IS MEDICAL WELFARE?

DMWS understands that any hospital or medical treatment, whether planned or unplanned, can be stressful. It can bring with it feelings of isolation, stress and worry, all of which may hamper recovery.

Our experienced Welfare Officers provide a confidential, impartial and early assessment of your wellbeing needs, separate from your medical care. We will assist you to access specialist support from services, charities and organisations who can help with non-medical practical support. This will allow you and the health care providers to focus on your medical treatment and recovery.

Our staff can support you throughout your treatment. This may include A&E, on hospital wards, maternity units, paediatric clinics, hospices, mental health centres, as well as outpatients and community based health clinics.

WHO DO WE HELP?

DMWS operates across the UK and overseas, supporting those who have put themselves on the frontline to serve our country.

This includes serving Armed Forces personnel, Reservists, Veterans and their families, the Police, Emergency Services and other frontline services.

As a patient you have full access to our service without charge.

HOW DO I GET HELP FROM DMWS?

The easiest way to access DMWS support is to ask the medical team caring for you to contact us.

You can also refer yourself for support in the following ways:

 0800 999 3697
(Keypad: DMWS)

 referrals@dmws.org.uk

 www.dmws.org.uk

HOW CAN DMWS HELP YOU?

Quite simply, everyone we support will have different worries and concerns. Our support is tailored to the individual needs of you and your family. Some of the ways we can help include:

- A confidential and impartial listening ear
- Practical assistance and accompanied visits to appointments
- Helping to explain and resolve any medical care issues
- Supporting you and your family through difficult times
- Help to make sure you have support and services in place when you leave hospital
- Referrals to other agencies for support (e.g. housing, benefits, adaptations)
- For serving Armed Forces personnel: Help with access to transport, accommodation and liaising with your unit

CARING FOR THOSE WHO SERVE – FRONTLINE TO RECOVERY



“DMWS was an essential link between myself as a patient and those requiring information. They have helped to take away a huge stress.”