

DMWS is an expert in the provision of Medical Welfare and have supported the Armed Forces Community during medical treatment since 1943.

### How did we do?

We really value your opinion of our service and would love to hear from you. Let us know what we have done well and what could have gone better. Use our patient feedback form to let us know.

### Want to know more?

You can find out more about DMWS by visiting our website or by following us on:

 Defence Medical Welfare Service

 @TheDMWS

 Defence Medical Welfare Service

### DMWS

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Hampshire SP11 9AQ

Tel: 01264 774000

General Email: [info@dmws.org.uk](mailto:info@dmws.org.uk)

### Referral Contact

Referral Tel: 0800 999 3697 ('DMWS')

Referral Email: [referrals@dmws.org.uk](mailto:referrals@dmws.org.uk)



Registered Charity 1087210 (England) and SC045460 (Scotland)



# Medical Welfare for the Veteran Community

## How We Help



## WHO WE ARE

DMWS are an independent charity providing help and support to the Armed Forces Community whenever they are receiving medical treatment.

Our highly trained and experienced Welfare Officers are on hand to support you and your family whilst you are receiving medical care.

## WHO CAN WE HELP?

We can provide support if:

- You are aged 65 or over and served one day or more in the British Armed Forces (including foreign or commonwealth and National Service)
- You are a member of the immediate family of a Veteran aged 65 or over
- You are aged 65 or over and are a widow or widower of a Veteran
- You are a carer for a Veteran aged 65 or over

## THE BACKGROUND

As the veteran community is continuously growing we have expanded our medical welfare service to support veterans when they are receiving medical care. The service has been funded by the Aged Veterans Fund – funded by The Chancellor using Libor Funds.

## CONFIDENTIALITY

We respect your right to privacy. For full details of our confidentiality policy, please ask one of our staff.

## WHAT WE DO

Quite simply, everyone we support will have different worries and concerns. Our service 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)
- Accompanying and supporting you with community or home based treatment
- Supporting you and your family to access services that can help you at home

## HOW TO CONTACT US

Our team of Welfare Officers are available to support you during the day, and available for emergency out of hours & weekend support.

