

About DMWS

The Defence Medical Welfare Service (DMWS) was formed by the Joint War Committee of the British Red Cross and The Order of St John in 1943. We are experts in the provision of medical welfare and have supported serving personnel from all three services, veterans and their families through times of injury or illness for the past 75 years.



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

For 24-hour support contact:

Tel: 0800 999 3697

Email: referrals@dmws.org.uk

For more information contact:

Tel: 01264 774 000

Email: info@dmws.org.uk

Website: www.dmws.org.uk

direct: www.dmws.org.uk/AFSouth

DMWS Headquarters

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



Celebrating 75
years of caring for
those who serve

Medical Welfare Service for the Armed Forces Community

(South England)



Funded by the Chancellor
of the Exchequer
using LIBOR funds:



In partnership with:



The Army's National Charity

Who we are

DMWS is an independent charity providing practical and emotional support to the Armed Forces community when they receive medical treatment, to ensure no one goes through the worry of injury and illness alone.

We work with patients and family members when their medical needs are being met, but when other concerns or problems affects their wellbeing.

Background

South England is an area where the majority of serving military personnel and veterans are located. Thanks to ABF The Soldiers' Charity, DMWS received funding by the Chancellor of the Exchequer using LIBOR funds to deliver a bespoke medical welfare service for the Armed Forces community across South England.



For more project information visit: www.dmws.org.uk/AFSouth

How we can help

Everyone we support will have different worries and concerns. Our service is tailored to the needs of the individual we support. 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

Who we support

We support the Armed Forces community in South England:

- British Armed Forces personnel from all three services
- Veterans (someone who has served in the British Armed Forces for at least one day regular or reservist, including Foreign, Commonwealth or National Service)
- Immediate family members of serving members or veterans



Where we work

We provide practical and emotional support throughout the medical care pathway; this may include A&E, hospital wards, maternity units, paediatric clinics, hospices, mental health centres, outpatients or community-based health clinics in South England.

Case Studies

Soldier: DMWS supported a soldier who was flown back from a conflict area with life-threatening injuries. As he recovered he was visited daily, given assistance to address his concerns about his future in the military and was informed about the rehabilitation process.

Dependent: Support to the spouse of a soldier based overseas during a high-risk pregnancy. DMWS liaised between hospital staff and the patient to explain cultural differences and managed expectations to reduce any misunderstanding or potential conflict.

Veteran: Support to a 92 year old veteran with dementia who was in hospital with unexplained hip pain. By spending time with the veteran, DMWS established he had sustained an injury during the war. This insight helped with getting an accurate diagnosis.

