

OpRESTORE

Op RESTORE, The Veterans Physical Health & Wellbeing Service is for anyone who has served at least one day in HM Armed Forces and who have continuing physical health injuries or related medical problems attributed to their time in the Armed Forces. It is for both former regulars and reservists.

Op RESTORE uses a network of civilian and military consultants, along with welfare support from military charities, to support a veteran's health using a holistic approach. Once the referral is received from the GP practice, the veteran will receive a text from the service to book a call with a member of the Op RESTORE team who is themselves a member of the Armed Forces Community. During the call they will check exactly what the veteran wants to achieve from the referral and identify any wellbeing needs. Any identified needs will either be supported by the Navigator, or by Support Workers at Defence Medical Welfare Services (DMWS).

All these issues will be discussed in a consultant-led multidisciplinary team meeting that will confirm the best clinical pathway and initiate that. The veteran will be kept informed throughout with a text message with a copy of the outcome letter and the offer of a follow up phone call. The GP practice will also receive the outcome letter, so they are kept in the loop. The veteran will be supported throughout the rest of their clinical care by the team.

Whilst Op RESTORE cannot shorten NHS waiting times, it seeks to ensure the veteran has all their needs, both health related and other, dealt with as effectively as possible.

For further information please contact us via <https://www.imperial.nhs.uk/our-services/op-restore>

