

What do I need to do?

You need to inform your doctor if you are a veteran or service personnel so that your patient file can be updated. Also if you visit your doctor about a condition that may be related to your time in the service, please remind them of your past/ present military status.

Please remember that you do not have to disclose your status if you do not wish to. However if we are not aware then we cannot ensure priority referral to treatment.

What does my doctor need to do?

If you have given permission to your doctor to disclose your veteran/ service personnel status he/ she will just need to include this information in your referral letter for treatment.

Further Information

There are a number of ways in which you can obtain further information:

- You should initially seek advice from your doctor
- You can contact Cwm Taf Health Board on:

☎ 01443 443233 – Medical Records Manager

☎ 01443 443443 ext 3549 Outpatients Manager

☎ 01443 443039 Patient Support Royal Glamorgan Hospital

☎ 01685 724468 Patient Support, Prince Charles Hospital

- You will find guidance on the Welsh Assembly Government's website: www.wales.gov.uk



Priority referral to treatment for Armed Forces Personnel

Information Leaflet



What do you mean by priority treatment?

The Welsh Assembly Government pledged to ensure that the needs of Armed Forces Personnel are met. Part of this promise means that veterans and service personnel will receive priority referral in to treatment, e.g. priority on waiting list with regards to new appointment systems.

If your doctor feels that you need to be referred to a hospital for diagnosis or treatment for a condition which your doctor feels is likely to be related to your time in the service, you will be treated as a priority case.

Will I be placed at the top of the waiting list?

When the hospital's consultant receives your referral he/ she will decide whether your condition is likely to be service-related. If it is, you will be prioritised over other patients with the same level of clinical need. This means that you will be placed nearer the top of the waiting list but not necessarily at the very top as you should never be given priority over other

patients with a more urgent clinical need.

Once you have received your initial outpatient's appointment this does not automatically entitle you to be seen as a priority over others who are waiting to be seen in the same clinic

Definition of those entitled to priority treatment:

- **Regular Personnel** – individuals currently serving as members of the Service
- **Reservists** – volunteer reservists, who form the Royal Naval Reserve, Royal Marine Reserve, Army Reserve and the Royal Auxiliary Air Force, and Regular Reservists who comprise the Royal Fleet Reserve, Army Reserve and Royal Air Force Reserve.
- **Veterans** – those who have served for at least a day in HM Armed Forces, whether as a Regular or a Reservist
- **Families of Regular Personnel, Reservists and Veterans** – the immediate family of those in the

categories listed above. This is defined as spouses, civil partners and children for whom they are responsible, but can where appropriate extend to parents, unmarried partners and other family members.

- **Bereaved** – the immediate family of Service Personnel and Veterans who have died, whether or not that death has any connection with service.

In April 2013, additional guidelines were issued which relate to the position of serving personnel who require secondary healthcare treatment in England or across Local Health Board boundaries.

The guidelines state "if a member of the Armed Forces, or their immediate families, are on an elective waiting list, and they get transferred to their LHB from anywhere in the UK, then the individual's accrued waiting time should be carried forward with them".

This expectation must be honoured, when evidence of waiting time is provided by armed forces members and their families.