



KING EDWARD VII's
HOSPITAL

Centre for Veterans' Health

Introduction from Lieutenant General (Retd) Sir William Rollo KCB CBE

King Edward VII's Hospital was founded by Sister Agnes nearly 120 years ago to provide medical care to the Armed Forces.

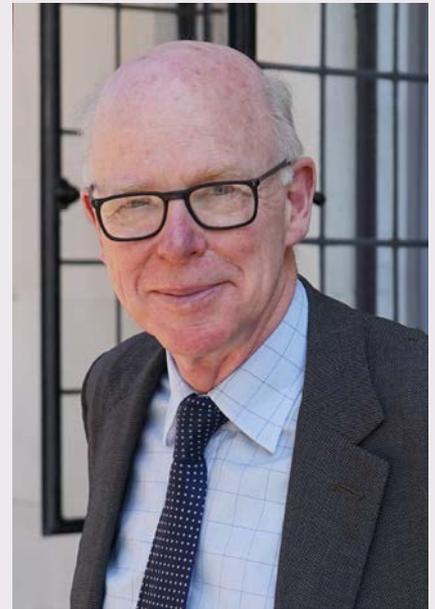
The way in which that care is provided has changed over the years as needs have changed and the standard of medical care both within the Armed Forces and within the NHS has evolved.

Over the last three years we have reviewed our support again.

We now have in place:

- A revised system of military grants to provide subsidised medical care where servicemen and women (serving or retired) or their spouses, are unable to receive timely and effective care from other providers.
- A Pain Management Programme and a Veterans' Pain Clinic, both in conjunction with Supporting Wounded Veterans, to focus on the management of chronic pain.
- A Health of Veterans Research Team to ensure that help is correctly targeted.

A physical demonstration of our commitment to the Armed Forces and the veteran community, enabled by the generosity of a number of benefactors in addition to the Hospital's funds, is the **Centre for Veterans' Health** in Weymouth Street. The Centre houses our Coordinator, the Research Team and the Pain and Neuroscience Centre of Excellence. It also provides a first class facility where the Pain Management Programme can take place.



**Lieutenant General (Retd)
Sir William Rollo KCB CBE**
Trustee

Bill Rollo served in many of the operations in which the British Army has been engaged over the course of a 37-year career. His final appointments, as principal personnel officer for the Army, followed by a similar role for the three Armed Services in the Ministry of Defence, included responsibility for health and welfare, and have provided a good background for the development of the Centre for Veterans' Health. He has been a trustee of King Edward VII's Hospital since 2010.

Thank you

We wish to take this opportunity to thank our partners and benefactors for their loyal support. In order to fulfill our charitable objectives and increase the number of our beneficiaries, we rely a great deal on their generous support. Together we are able to make a real difference in the lives of the veterans who need the expert care that King Edward VII's Hospital is able to provide. We are also extremely grateful for the continued generosity of those who choose to remain anonymous.

Two veterans share their stories



P.B.

“Hi Jane and Caroline,

Firstly please let me say a big thank you to you both for all the help you have given by telephone and email. It really was appreciated. Secondly, could you please pass this on to the clinicians:- Thank you ever so much for your time and effort, it must have been quite a challenge at times.

When the course first started I thought it was going to be one of those meditation type courses but how wrong was I.

Through willpower and effort I have managed with the approval of my GP and hospital consultant to come completely off opioids and I am now halfway through coming off my steroids. I had the pain while taking them so what is the point in taking them.

In their place you have taught me to breathe correctly and do stretching exercises which calms my nervous system down and by continually doing these exercises reduces my pain - thank you.

I was fascinated to learn how the nervous system works, some of which I managed to retain.

Lastly I would like to say thank you for taking the time to explain about “phantom” pain after an amputation and how I can minimise this effect after my surgery later in the year (I may be lucky and not get it).

Thank you all once again and I look forward to seeing you all again at one of the drop-in days. Kindest regards,

P.B.”.

ABF The Soldiers' Charity • BLESMA • Help for Heroes • John Swire 1989 Charitable Trust • NHS Veterans' Mental Health Transition, Intervention and Liaison Service • On Course Foundation • Paula Swift and the J P Jacobs Charitable Trust • PF Charitable Trust • Poppy Factory • Royal Hospital Chelsea • SSAFA • Stoll • Supporting Wounded Veterans • The Band Trust • The Forte Charitable Trust • The Not Forgotten Association • The Royal British Legion • The Worshipful Company of Grocers • Veterans Aid • Victory Services Club • Wates Family Enterprise Trust



**Major (Retd) Martin Browne,
Welsh Guards**

"I must say I still have to pinch myself to believe that I have actually been fortunate enough to undergo spinal surgery at the King Edward VII Hospital and I really am not being melodramatic when I say that, thanks to the Sister Agnes Benevolent Fund, I have my life back with no pain and am able to walk and stand again.

Thank you for the part you played in doing that.

Having suffered with debilitating back and leg pain for nearly a year which left me unable to walk or stand for more than a minute, I applied for and was fortunate to receive a most generous grant from the trustees of the Sister Agnes Benevolent Fund which enabled me to undergo decompression and spinal fusion surgery at the King Edward VII Hospital (founded by Sister Agnes).

King Edward VII Hospital was absolutely outstanding in every way. From preadmission to surgery, from cleanliness to catering, each and every department was

faultless. Restaurant quality food and the best nursing care and attention to detail you could wish for. Each and every member of staff aided my recovery and I know it is down to these wonderful individuals working together as a team that I have been able to recuperate so thoroughly and speedily.

Reassuringly for anyone that has ever served in the military, the hospital with its military pictures and memorabilia on the walls is all so familiar and you get a real sense of the hospital's military heritage in the precise way it organises itself and works. Like the military, nothing is ever too much trouble for the staff at the King Edward VII Hospital and with exceptional facilities in-house, it is certainly deserving of the reputation as being the premier private hospital in London.

The Sister Agnes Benevolent Fund has changed my life for the better and for that I will be eternally grateful.

Major (Retd) M.B., Welsh Guards".

A few words from Jane Taylor, Coordinator of the Centre for Veterans' Health

“Thank you for your marvellous help Jane. The King Edward VII Hospital and, its marvellous staff, really make a difference for us ‘walking wounded’ ex forces”.

When I accepted the job as Coordinator of the Centre for Veterans' Health, this heartfelt thank you is precisely what I hoped to receive. I wanted the Centre to be a place of warmth, respect, listening and kindness, delivered with smiles and understanding.

With its illustrious military history, I was proud to become part of King Edward VII's Hospital. “Professionalism, quality, respect, safety & teamwork...delivering clinical excellence within a culture of kindness” is written on the desktop of every computer in the Hospital and is what we aim to deliver.

“One of the main things I found helpful whilst on this course was the compassion I have felt from the staff; Jannie, Claire and Suzanne. They genuinely care which after a long time in the system where you feel lost and one of many is a major mood and confidence builder”.

The Team at the Centre for Veterans' Health are key to this. The Pain Management Programme was given “outstanding” by The Care Quality Commission, and we all work hard to maintain this. Caroline & I are the admin and coordination element of the Team - first port of call here for enquiries about the Veterans Pain Management Programme, the Pain Clinic and the Military Grants Fund. Jannie, Claire & Suzanne are the

heart of the clinical side of the Team. They work with and guide the PMP veterans, teaching them how to look at their pain differently in order to enhance their lives.

“I would like to thank the entire team for their support, friendship and professionalism, you are all just amazing people who genuinely care and WANT to make a difference to our military veteran community. Very many thanks from the bottom of my heart”.

The team is passionate about working cohesively in order to achieve the best possible outcomes for our veterans. We aim to provide compassionate and transparent guidance and support to veterans with regards to their health needs.

“Please pass my thanks onto all the team as they have all had a huge and positive impact on my life which has changed so much for the better over the last year”.



Suzanne Brook, Jane Taylor, Caroline Dunne, Claire Fear and Dr Jannie Van Der Merwe

The Veterans' Pain Management Programme and Pain Clinic

Supporting Wounded Veterans (SWV) is a UK-based charity that supports wounded soldiers, struggling with both physical and mental issues. Veterans join a mentoring and job-finding programme that supports them into re-training and employment, the aim of which is to help veterans re-integrate into society, ensuring long-term stability for themselves and their families.

After sustaining injuries from both operational and non-operational service, veterans are often left living with debilitating chronic pain conditions impacting negatively upon their quality of life and mood.

In 2015, SWV's founder, Mrs Gilly Norton, made contact with King Edward VII's Hospital and the highly skilled staff of its Pain and Neuroscience Centre, including the President of The British Pain Society, Dr Andrew Baranowski.

From this very first meeting, the Veterans' Pain Management Programme (PMP) evolved, launching in February 2016, and the Veterans' Pain Clinic in May 2017. Today, Martin Beaney and Zizi Mason of Supporting Wounded Veterans work as a team with Jane Taylor and Caroline Dunne to provide the seamless care and support that produces very high levels of attendance and helps make the PMP stand out from other such programmes.

The main objectives of the PMP are to help veterans to develop a better understanding of pain, to improve mood

and confidence and to increase meaningful activity, self-management and quality of life. A reduction in the intensity of the pain over time is not uncommon, although the primary goal is to help individuals engage in more meaningful activities and feel less controlled by their pain. We can also see an improvement in PTSD symptoms. Not all veterans will have their needs met by the Programme, and for this reason, following their assessment, the team aims to provide guidance on the options they should pursue.

The Veterans' Pain Clinic enables military veterans, following a GP referral and proof of service, to see Dr Dominic Aldington, Consultant in Pain Medicine who served in both the Royal Army Medical Corps, and the Honourable Artillery Company.

The aim of the clinic is to provide advice and guidance for the military veteran with persistent pain. The biopsychosocial facets of pain will be highlighted and particular attention is paid to medication which can often be less helpful than expected. Onward referral to the Pain Management Programme is also a possible outcome.

Since February 2016, 80 veterans have attended the PMP. Over 55 veterans have been seen at the Pain Clinic since May 2017.

In partnership with



SUPPORTING
— **WOUNDED** —
VETERANS

REHABILITATION TO EMPLOYMENT

Pain and Veterans

Approximately 8 million adults in the UK report chronic pain that is moderate to severely disabling. The same report estimates that 43% of adults (just under 23 million people) currently live with a degree of chronic pain. The prevalence in older age groups is even higher, with up to 62% of those aged 75 and over, reporting chronic pain symptoms. Such numbers place huge demands on NHS services at all levels.

The National Pain Audit 2012 demonstrated, however, that attending specialist pain services improves quality of life significantly. Such services clarify the diagnosis and ensure that appropriate investigations and treatments have been undertaken. They provide care and self-management through Pain Management Programmes when there is no specific treatment aimed at reducing pain. There is a 76% improvement specifically in pain-related quality of life for those individuals that have access to such services. But these specialised resources in the NHS are limited.

In addition, veterans often have multiple needs around their pain management that are unique, and NHS services find it difficult to support veterans' needs. There is often a complex relationship between physical injury / illness and mental health issues, such as Post Traumatic Stress Disorder (PTSD). Chronic pain often affects relationships, work, hobbies, interests, activities, and can have a negative effect upon mood and well-being.

Persistent pain is complex, and treatment requires interdisciplinary involvement.

At King Edward VII's Hospital, we are very lucky to have an experienced clinical team, including consultants Dr Andrew Baranowski, Professor Gerald Libby and Dr Dominic Aldington, as well as Dr Jannie Van Der Merwe, Clinical Psychologist, Claire Fear, Clinical Nurse Specialist in Pain Management and Suzanne Brook, Clinical Specialist Physiotherapist in Pain Management.

They have worked for decades in the field of Pain Management, with years of experience of helping people to improve the quality of their lives. They have held senior leadership, teaching and research roles in recognised national centres, both in the UK and abroad.

The Veterans PMP is currently the only Pain Management Programme exclusively offered for veterans.

The experience of the team has contributed to a Pain Management Programme that is truly comprehensive and provides a unique opportunity for veterans.





Military Grants

We are strongly committed to ensuring that as many serving members and veterans of the Armed Forces as possible are able to access our healthcare at little or no cost to themselves. In addition to our automatic 20% subsidy for all uninsured Service or ex-Service personnel (which extends to spouses, ex-spouses, widows and widowers), we also offer means-tested grants which can cover up to 100% of a patient's hospital fees. A number of our key consultants support our charitable commitment by reducing or waiving their fees for grant beneficiaries.

From March 2014 to March 2018 we have increased our overall support, both in patient numbers and in financial value, by nearly 67%.

Since 2014, we have helped 354 men and women by providing grants and subsidies in order for them to benefit from an extensive range of surgeries, procedures and investigations with leading consultants. Orthopaedics, ophthalmology, urology and ENT have been among the most called-upon areas of our medical expertise.

Among the quite extensive range of medical care made possible are included hip and knee replacements, spinal surgery, diagnostics (MRI, CT scans), but also programmes of hydrotherapy which ease conditions such as muscle pain and can be beneficial for rehabilitation.

We aim to treat those men and women who have been most seriously injured. Many live daily with the trauma, disability and pain of their injuries. We are proud that our medical expertise can make a real difference to their lives.

The Health of Veterans Research Team

The Health of Veterans Research Team (HVRT) is a research evaluation group resulting from the collaboration between the Medical Advisory Committee (MAC) and King Edward VII's Hospital. The main purpose of the HVRT is to build and sustain impartial evidence on issues affecting veterans' health, and to produce research reports on current issues affecting veterans' health by drawing on information from academic journal articles and official Ministry of Defence (MoD) reports.

The team has produced evidence-based reviews on Non-Freezing Cold Injury (NFCI), divorce rates in the military, and Mild Traumatic Brain Injury (mTBI). A version of the mTBI review has been published as an academic article in *The Journal for Military, Veteran and Family Health*, and has been presented at a highly prestigious academic conference at Imperial College. Furthermore, the mTBI paper has also been used as guideline by Forces in Mind Trust (FiMT) when assessing applications for the funding of mTBI projects.

The HVRT is currently working on two primary research projects. The first assesses the benefits of Liaison Psychiatry (LP) services for veterans and is done in a collaboration with the MoD and the Royal College of Psychiatrists. This paper will provide new information on the mental and physical health

conditions presented by veterans who visit LP services, as well as on the role these services play in their care. The second project explores the effect of paternal mental health on children in a sample of UK veterans. For this project, the HVRT is partnering with the Anna Freud National Centre for Children and Families, a child mental health centre with an innovative approach, comprising of world-leading clinicians, researchers and teachers.

The HVRT was established with the appointment of Dr Silviya Doneva in August 2016. The team also consists of two Research Assistants - Lauren Binnie and Olivia Pounds. Olivia principally works on pain research, under the supervision of Dr Dominic Aldington, for Supporting Wounded Veterans.

The research that the HVRT conducts is used to support the MAC, to advise the Confederation of British Service Charities (Cobseo), and to offer insight into the health of veterans' for the Service charity sector, relevant government institutions and anyone interested in veterans' health.

To find out more information about the HVRT, visit our website at hvrt-mac-veteranshealth.org.



Olivia Pounds, Dr Silviya Doneva, Lauren Binnie

A Royal Visit

On Tuesday 6 February 2018, His Royal Highness The Duke of Kent and President of King Edward VII's Hospital, visited our Hospital and our newly built Centre for Veterans' Health.

His Royal Highness was able to talk to the veterans taking part in the Pain Management Programme and meet the clinicians who run the Programme. He also met the Centre's administrative team, and the members of the Health of Veterans Research Team.



Save the Date

King Edward VII's Hospital's Annual Reception

Thursday 27 September, from 6.30pm to 10pm

**Royal Hospital Chelsea,
Royal Hospital Road, Chelsea SW3 4SR**

Our 2018 Annual Reception will take place at the Royal Hospital Chelsea. We will be holding the very first exhibition of our unique collection. It includes a full range of casebooks detailing

the treatment given to a vast number of officers during the First World War, by historically renowned physicians. The collection also documents the history of the Hospital itself, and the life of its founder, Sister Agnes.



King Edward VII's Hospital

Founded by Sister Agnes

Centre for Veterans' Health

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