

Newsletter

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Op RESTORE Clinical Leaders Summit – Physical Health and Wellbeing

Op RESTORE will be holding a hybrid Physical Health and Wellbeing Clinical Leaders' Summit on **Thursday 19 September 2024** at the National Army Museum, London. The focus for the day will be on physical health pathways followed by wellbeing and how Op RESTORE can support that with statutory and non-statutory providers (or provision).

Please email us at imperial.oprestore@nhs.net with your name and organisation to book your place with the word 'Summit' in the subject line

Case study

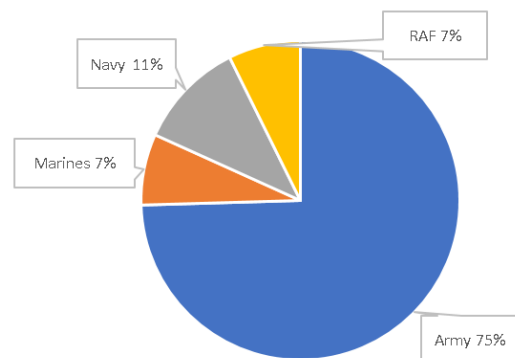
[Op RESTORE is] *'absolutely perfect for veterans like myself who need that immediate support and a steer of the way forward. The service was literally there from the referral to when I was discharged and I know I can contact you again if I need it. So thank you very much.'*

This veteran was referred into the service with back pain; he was on a waiting list and had received follow up appointments from the orthopaedic team. The Op RESTORE multi-disciplinary team (MDT) confirmed that his existing pathway was able to meet his ongoing needs, which reassured the veteran that he was already in the right pathway and that he wasn't going to appointments that weren't necessary. Wellbeing support from Defence Medical Welfare Services (DMWS) and the Veteran Support Worker enabled him to feel empowered to reach out to other organisations for assistance and gave him some extra 'armour' he could lean on.

Activity – 2023-24 financial year

During 2023-24, the service received 371 referrals, which is a 149% increase on the 2021-22 throughput.

- On average, the service receives 31 referrals a month.
- Average age of veterans is 52 years
- 86% of referrals are for a musculoskeletal condition
- 91% of referrals are male
- 38% of referrals are from [RCGP Veteran Friendly](#) GP practices – this has increased from 25% at Q2 2022-23
- 50% of referrals are from the south east, south west and London



Referrals continue to increase into 2024-25 with 143 referrals in Q1.

How to access Op RESTORE

All referrals into Op RESTORE need to be agreed by a clinician at the veteran's GP practice – either through signature on the referral form or having been reviewed and sent to us from the GP practice email address, along with a copy of the summary care record and relevant recent clinical correspondence regarding the physical health need.

The referral form and service details can be found at <https://www.imperial.nhs.uk/our-services/op-restore> or via emailing Op RESTORE (imperial.oprestore@nhs.net) – the form is also available on Ardens Documents for Primary Care colleagues

It is important for the GP practice to send the correct supporting information from the veteran's record. The service-related physical health need should always be stated clearly on the referral form to enable us to process the referral appropriately. Referrals that do not clearly state the service-related physical health need will be returned to the originator.

Where there is no clinical information available to support the referral from the GP practice, the clinical team will provide advice and guidance back to the referring GP to enable continuation of care for the veteran.

Once received, the veteran will be contacted by DMWS to support their wellbeing and the referral will be reviewed at a clinical MDT meeting within eight weeks of receipt. The onward pathway will be confirmed to the referring GP practice within two weeks of the MDT - where possible this will be initiated by Op RESTORE but if the onward pathway has a local criteria and needs to be initiated by the GP practice, this will be confirmed in the letter and covering email. Waiting times for appointments and subsequent treatments are in line with the NHS Trust the veteran has been referred to – we are unable to fast-track any referrals or places on waiting lists through an Op RESTORE referral.

And finally.....

As always a huge **thank you** to you – through service evolution, development and ongoing support from Primary Care, NHS Trust, NHS England Armed Forces and our third sector colleagues, we have seen over 1,150 patient supported through the service since. We started in 2016 and look forward to continuing to develop and improve Op RESTORE over the forthcoming years.
