

Further information

If you would like further information on IPC4V, please speak to the staff at your Personnel Recovery Unit or Defence Medical Rehabilitation Centre. Alternatively, please email england.armedforceshealth@nhs.net.



Armed Forces personnel in transition

Integrated personal commissioning for veterans

Information for patients

A new personalised care approach for the most severely injured Armed Forces personnel

If you have been severely injured whilst serving in the Armed Forces, dedicated personalised care and support is now available under the 'Armed Forces personnel in transition, Integrated Personal Commissioning for Veterans Framework' (IPC4V).

By 'severely injured', we mean those individuals who have complex and enduring physical, neurological and mental health issues that are caused by injury whilst in Service.

Developed together with patients and their families, this new personalised care approach gives you more choice and control over how your care is planned and delivered. It is based on what matters to you, meaning that you can choose how best to live your life and get the right support to make this happen. It also means that health and wellbeing arrangements are agreed and put into place whilst you are still serving, ensuring that Armed Forces aware care and support is in place as you transition to civilian life and beyond.

How does IPC4V work?

If you are eligible for this new personalised care approach, you will be proactively identified by medical staff whilst you are on the Defence Recovery Pathway. This will be when you are in an Armed Forces Personnel Recovery Unit.

With your agreement, you will then be referred for an assessment. As part of this, a group will be set up, which will include you and a member of your family or a carer (if you would like them to be involved), as well as health and social care specialists from different organisations, such as the Ministry of Defence, the NHS, local authority / social care and Armed Forces charities.

The group will work with you to assess your health and wellbeing needs. In England, this will also include looking at options for a number of different personal budgets.

The findings of the assessment will be used to create a personalised care and support plan with you. This plan will set out what your care and support planning needs are, what your personal goals and health and wellbeing aims are and how these will be met. It will also include information on you, what is important to you and how organisations will work together to provide you with joined up personalised care and support.

As part of this process, you will be allocated a Veterans Welfare Manager. This person will be a central point of contact for you and all involved organisations. The Veterans Welfare Manager will help you to identify your goals and what is needed to meet them. They will also co-ordinate action to help ensure your personalised care and support plan is being delivered. This will include:

- supporting you to manage your health and wellbeing needs
- ensuring all involved organisations are working with you to deliver your personalised care and support plan and taking action if any parts of it are not working
- maintaining regular contact with you and those organisations involved in your care
- arranging any referrals to different organisations
- arranging an annual review of your care with you and each organisation involved in your care.

