

Clients of PTSD Resolution - Welcome Letter

Statement of Understanding - Version 3.3 (17/06/2025)

Please read this document carefully before confirming that you understand and are happy with the terms under which you agree to be a client of PTSD Resolution.

Emergency Assistance

PTSD Resolution is not an emergency service and therefore should you find yourself in need of emergency, for immediate response, call 999 or The Samaritans on 116 123; or contact your GP, crisis team or A&E.

Welcome

Welcome to PTSD Resolution (PTSDR), an independent charity providing specialist counselling and some aftercare support for veterans, reservists and their family members.

Registration

During your initial registration you will have been asked to provide us with some personal details. Additionally, throughout your treatment you may be asked to provide further information of a personal nature. All of this information is sensitively managed and securely stored on our various IT facilities. Full details of how your data is managed is available in our privacy policy or on request. By completing the registration process you are agreeing to this information being taken, stored and shared by PTSD Resolution's clinical staff.

Appointments

Initially, we will offer you up to six one-hour sessions. These sessions will either be face to face or online, after which, you and your therapist can decide when therapy is complete or whether you need a few more sessions. The average waiting time before contact with your therapist is 7 - 10 days.

Type of therapy that you can expect

PTSD Resolution works exclusively with our Human Givens Therapists. Our Human Givens therapists are trained in all aspects of mental health including military trauma. We have 200 accredited therapists throughout the U.K.

You will be matched with the therapist most local to you or, in the case of online therapy, with a therapist experienced in working with clients in this way. Once your therapist has been assigned they will call you within a few days of receiving your details to organise an appointment to see or speak with you as soon as possible. In principle, clients can normally bring someone with them to the session as agreed with the therapist.

You will not be given any invasive therapies. You will not have to re-tell or relive traumatic episodes and you will not be given any additional prescription drugs or medication.

Cancellation Policy

If you are unable to attend a session **you must** let your therapist know **48 hours** before the scheduled appointment. If you do not let them know in time then your therapist may discharge you from our service. In the event of failures to attend, the therapist will try to make contact. If no contact is made or 3 appointments are missed, the case will be closed.

Confidentiality

We are bound by professional standards and as an independent charity we will guarantee you total confidentiality unless we have a concern about your or someone else's safety. If you wish to have copies of correspondence about your case then please notify us.

Outcome and Feedback Measures

Understanding very clearly how things are for you is central to being able to assist you as efficiently and effectively as possible. An important part of this process is the use of outcome and feedback measures. Outcome measures help us understand your experience and how treatment is progressing. Feedback measures help us understand how well, from your perspective, we are helping you during treatment. It's a vital component of our service delivery model that we capture this necessary information.

At your initial appointment with your therapist they will go through all of the necessary initial questionnaires with you. Before subsequent appointments, some brief questionnaires will either be sent to you before your session or, where you are unable to complete them for any reason, your therapist will go through them with you in the session. Furthermore, after sessions, you will be asked to complete feedback questionnaires. This is also a very important part of your treatment.

As well as these questionnaires helping both you and us to evaluate how well you are doing and how beneficial our therapy is for you, your anonymised data may be used for service development, evaluation or research which may be published. No details of a personal nature that could ever identify either you or your therapist will be used in such research. Completing this registration process acts as confirmation of your agreement with your data being used in this way.

Ending Therapy

At the end of your therapy with PTSD Resolution, we will follow up with you for at least 12 months to see how you're doing. We will ask you to complete some measures at 3 months, 6 months and 12 months. Beyond this formal monitoring process we would like to hear how the therapy has helped you, what has improved for you personally and what changes have occurred in your life. It would be very useful if you could write or video a short comment and send it to contact@ptsdresolution.org. With your permission we might be able to use it on our website or social media, for marketing purposes, however, it will never be used without your prior consent.

Concerns

We hope your experience with PTSD Resolution is a positive one, but if you do have any concerns including the provision of an interpreter or any other difficulties please contact contact@ptsdresolution.org,

Funding

As you know, we are a charity, and constantly need to raise funds to continue to offer the free support that we do. To this end we may contact benevolence funders (eg Regimental Associations) to request funding towards the cost of your therapy. By agreeing to our terms and conditions you are consenting to us, where possible, contacting these groups.

Interpreting services

If you need any further information in another language we can assist you via our selected online service. <https://www.languageine.com/uk/s/interpretation-telephone-interpretation>

Your Rights under the Mental Health Act

All people are entitled to receive the best mental health care available and be treated with humanity and respect. There should be no discrimination on the grounds of mental illness. All people with mental illness have the same rights to medical and social care as others.

Consent

A standard definition of consent to treatment means “**a person must give permission before they receive any type of medical treatment, test or examination**”. This must be done on the basis of an explanation by a clinician.

What this means for you is that by consenting to treatment by PTSD Resolution you are agreeing to receive HG Therapy from your assigned therapist.

In respect of children and young people, if they're able to, consent is usually given by patients themselves. But someone with parental responsibility may need to give consent for a child up to the age of 16 to have treatment.

How to access a second opinion

A second opinion is available if required on request to your GP. PTSD Resolution makes assessments; we do not give formal diagnoses.

How to access advocacy services

Advocacy services are available via our Social Support Coordinator.

How to view your records

Your records are maintained on a highly secure database. A summary of your records are available on request.

Care of clients in the perinatal period

If you are a perinatal woman (pregnant and upto 12 months postpartum) and feel you need an assessment, care and treatment; or need a referral to a specialist team then please discuss this with our admin team during registration and/or your therapist during therapy so they can find the correct assistance for you.

Completing your registration

In completing your registration process you are confirming your agreement with the above.