



Clients of PTSD Resolution - Welcome Letter

Statement of Understanding - Version 3.3 ER (15/03/2025)

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.

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Emergency Assistance

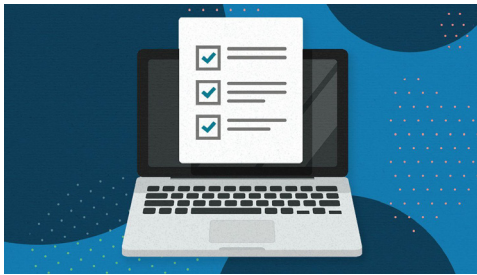
PTSD Resolution is not an emergency service.

If you are in need of emergency assistance, call

- 999
- The Samaritans on 116 123
- your GP
- Crisis team
- A&E.

Welcome

PTSD Resolution (PTSDR) is an independent charity providing specialist counselling and aftercare support for veterans, reservists and their family members. PTSD Resolution is committed to equality and diversity in all its dealings.



Registration

When you register with us and during your treatment you will be asked to give us some personal information. All of this information is securely stored on our systems. Full details of how your data is managed is available by [clicking here](#). By completing registration with us you are agreeing to your information being taken, stored and shared by PTSD Resolution's clinical staff.



Appointments

You will start with up to six one-hour therapy sessions which are either face to face or online. You and your therapist will then decide if therapy is complete or if you would benefit from more sessions. The average waiting time to speak to your therapist is 7-10 days.



What you can expect from therapy

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 this way. Once assigned your therapist will call you within a few days to organise an appointment with you. Clients can normally bring someone with them to the session as agreed with the therapist.

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



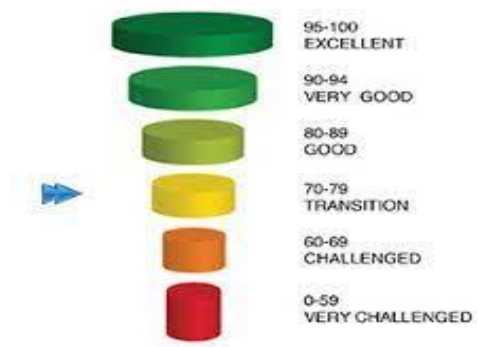
What to do if you need to cancel your appointment.

If you are unable to attend a session **you must** let your therapist know **48 hours** before your appointment. In the event you do not attend your sessions, the therapist will try to make contact. If no contact is made or 3 appointments are missed, your 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.



How we use Outcome Measures and feedback

Clearly understanding how things are for you is central to being able to help. An important part of this process is using outcome and feedback measures. Outcome measures help us understand your experience and how treatment is going. Feedback measures help us understand how well we are helping you during treatment. It is very important that we capture this feedback.

During your first appointment, your therapist they will go through all of the necessary questionnaires with you. Before all of your next appointments, some brief questionnaires will be sent to you, or if necessary, your therapist will go through them with you in the session. After sessions, you will be asked to complete feedback questionnaires. This is also a very important part of your treatment.

Your answers to the questionnaires help both you and us to see how well you are doing. We sometimes use this data to make our service better and to help others. We also sometimes share this data for our research and if we do we will never use your name or any personal information. If you complete registration with us you are agreeing that we can use your data this way.



Ending Therapy

After completing therapy, PTSD Resolution will follow up with you for at least 12 months to see how you're doing. At 3, 6 and 12 months after therapy we will ask you to complete some questionnaires. We would like to hear how the therapy has helped you, how you have improved and what changes there have been in your life. It would be very useful if you could write or video a short comment and send it to contact@ptsdresolution.org. If you agree we may use it on our website, in documents or on social media. It will never be used without your agreement.



What to do if you have any concerns

We hope your experience with PTSD Resolution is a positive one, but if you do have any concerns or any difficulties please contact contact@ptsdresolution.org,



How we fund your therapy

Your therapy is free through us. As you know, we are a charity, and always need to raise funds to continue to give our free support. To help with funding we may contact groups (eg Regimental Associations) to ask for funding towards your therapy. If you complete registration with us you are agreeing to us, if possible, contacting these groups.



Do you need information in a different language or format?

If you need any information in another language we can assist you.

Please contact us on 0300 302 0551 or by email on

contact@ptsdresolution.org. We can also arrange an interpreter if needed. We use this service. Click this [link](#)



Your Rights under the Mental Health Act

Everyone is entitled to receive the best mental health care available and be treated with kindness and respect. No one should be discriminated against on the grounds of mental illness. Anyone with mental illness have the same rights to medical and social care as others.



Consent

A person must give permission before they receive any type of medical treatment, test or examination. 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.

If they're able to, children and young people will give consent themselves. It may be that someone with parental responsibility give consent for a child up to the age of 16 to have treatment.



What to do if you want a second opinion

If you need a second opinion you can request this from your GP. PTSD Resolution makes assessments; we do not give diagnoses.



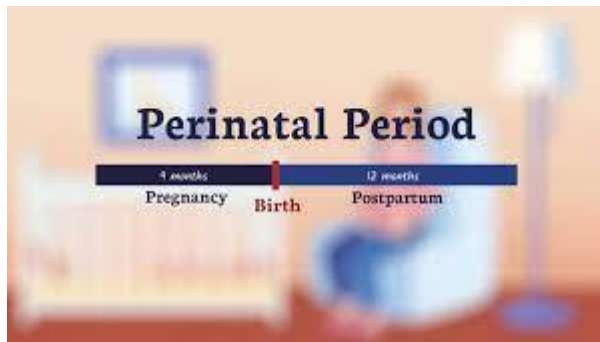
Do you need someone to help you express your wishes

Our Social Support Coordinator can help you with this. You can also contact your local advocacy service.



How to view your records

Your records are held on a secure database. You can have a copy of your records on request.



Care of clients who are pregnant or who have recently given birth.

If you are pregnant or gave birth within the last 12 months and feel you need care, treatment, or need a referral to a specialist team then please discuss this with our admin team during registration or with your therapist so they can find the correct help for you.

Completing your registration

By completing registration with PTSD Resolution you are agreeing with all of the above.