

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 registration we will take personal information that will be kept on our secure database. By registering 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.

Working 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. Your therapist 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.

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 24 hours before the scheduled appointment. If you do not let them know in time then your therapist may discharge you from our service.



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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.

Outcome Measures

These are brief questionnaires, which will either be sent to you before your session or which your therapist will go through with you in the session. We would be grateful if you could fill them in. These questionnaires help us evaluate how well you are doing and how beneficial our therapy is for you. These questionnaires will be anonymised before use in our database and are strictly in accordance with data protection rules. Included with this letter is your 'Client Agreement' form; by signing this you are agreeing for us to use this data for our service evaluation and development.

Ending Therapy

At the end of your therapy with PTSD Resolution 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. 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 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.

Yours sincerely,



Colonel Tony Gauvain (Retired)
Chairman & CEO, PTSD Resolution



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