

## PP Talk One to One Support Terms & Conditions

- The PPTalk one-to-one peer support service is for those with personal experience of Postpartum Psychosis, their partners or family members. (For those who have been diagnosed with PP, this service is most suitable once you have been discharged from hospital and are on the path to recovery.)
- All peer support volunteers have themselves recovered from PP (or are the partner of someone who has recovered) and have received training in peer support. Volunteers are “experts by experience” and are not counsellors or health professionals and cannot give professional advice. The service should not replace that of your GP or mental health professionals.
- Our one to one peer support service is facilitated via private message on the APP peer support forum on Health Unlocked <https://healthunlocked.com/app-network> You will need to join the APP forum (which is free and anonymous to join) and let the Peer Support Coordinator know your user name.
- Once you have done this, you will be matched with a volunteer based on the information you have given. The Peer Support Coordinator will write to you and your volunteer peer supporter via private message on the forum to connect you. The volunteer will aim to contact you within 3 days. Volunteers give a few hours of their time to APP each week and therefore may not be able to respond to messages immediately.
- We cannot offer urgent crisis support; we’ll be here to talk as things get better. If you need urgent help, please contact:
  - Your GP or mental health team
  - NHS Direct: 0845 4647
  - The Samaritans: 08457 909090
- If you find that you are not able to manage your emotions in the times between emails from your volunteer, you need to seek immediate support from your GP or mental health worker.
- We will endeavour to ensure that one volunteer supports you throughout your contact with us; however, there might be circumstances where this might not be possible. In this case the Coordinator will get in touch and match you to another volunteer. You can request to be matched with a different volunteer at any point by contacting the Coordinator.
- The PPTalk one to one service is only available to UK residents. If your request comes from outside the UK, we are unable to respond. If you live outside the UK you can still contact APP via the normal route ([app@app-network.org](mailto:app@app-network.org)) or use the online support forum.

- All volunteers will respect the confidentiality of those they are supporting. Your emails and personal data will be held securely with SSL data encryption. Personal information about you will be available only to your volunteer peer supporter and the project organisers. However, we cannot guarantee confidentiality under certain circumstances. If a volunteer believes that you or a 3rd party is at risk then they might need to break confidentiality. They will endeavour to discuss this with you and seek your permission to break confidentiality. We will break confidentiality where we are legally compelled to do so.
- We may suggest other sources of support if we do not consider that this is the most appropriate service for you.
- We collect data for the purposes of evaluating the peer support project. The Peer Support Coordinator will contact you again when we begin our evaluation to ask if you would mind completing a questionnaire about your experience of receiving peer support.
- The views expressed by individual volunteers do not necessarily represent the views of Action on Postpartum Psychosis.
- If you have any questions, comments or complaints, please contact the Peer Support Coordinator, Ellie Ware, [ellie@app-network.org](mailto:ellie@app-network.org)