

# What to expect from video therapy with our services



**NHS Hertfordshire and Mid Essex Talking Therapies provides structured and short-term therapies using video technology to deliver Cognitive Behavioural Therapy.**

In this leaflet you will find more information about your upcoming video therapy appointment, how to get the most out of your appointment and guidance on joining your first session.



## Who are we?

Hertfordshire Partnership University NHS Foundation Trust (HPFT) provides access to primary care psychological therapy services through Hertfordshire Talking Therapies and Mid Essex Talking Therapies. The services are part of the NHS Talking Therapies, for anxiety and depression programme, offering free and confidential therapy and practical support for Hertfordshire and Mid Essex residents.

## What is Cognitive Behavioural Therapy?

Cognitive Behavioural Therapy is a talking therapy which aims to target mental health difficulties by exploring the relationship between thoughts, feelings, behaviour and physical reactions. CBT is a structured therapy with weekly sessions.

## What is video therapy?

Video therapy is the same as in-person therapy but it is delivered virtually via a video-conferencing platform such as Microsoft Teams. Video therapy can be easily accessed remotely from the comfort of your own home. During sessions you will see your therapists regularly online where you will be able to meet with them in confidence. This could be one-to-one or in a group.

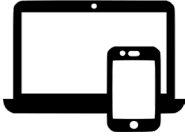
Microsoft Teams also provides additional features that will enhance your therapeutic experience and support collaborative working including screen sharing which will allow your therapist to share worksheets and exercises with you.

"At first I was cautious of starting treatment remotely, I thought it wouldn't work or wouldn't have the same effect. However, I was wrong, my therapist listened to me and we worked through things brilliantly, just as well as if she was sitting next to me"

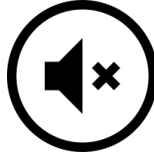
## How do I join my first appointment?

Your therapist will send you an email with a link to join Microsoft Teams (a video-conferencing platform) before your first session. Click on the blue link to join your session. Please read our 'How to use MS Teams' guide on our website for further support: [www.hpft-talkingtherapies.nhs.uk/service/faq](http://www.hpft-talkingtherapies.nhs.uk/service/faq)

# How do I get the most out of video therapy?



Have a digital device such as a smart phone, tablet or laptop with good signal and internet connection.



Find a quiet and confidential space – your session cannot take place if you are driving or in a noisy, public place.



Use headphones with a microphone to improve sound quality and minimise disruption from other noises.

- It is helpful to have a reasonable sized screen so you can see documents that your therapist shares with you clearly.
- Keep a notebook and pen nearby to make notes during your appointment. Have your phone ready as a back-up communication device.
- Dress and behave as though you are in the same room as your therapist.

Watch our 'How to get the most out of video therapy' animation on our website: [www.hpft-talkingtherapies.nhs.uk/resources-and-self-help/how-videos](http://www.hpft-talkingtherapies.nhs.uk/resources-and-self-help/how-videos)

## Where to find additional technical support?

The 'how-to' mini-series on our website includes information on how to solve common problems on Microsoft Teams to support you to access your video therapy appointment with ease. Topics covered include how to join a session on Microsoft Teams, basic and advanced troubleshooting: [www.hpft-talkingtherapies.nhs.uk/resources-and-self-help/how-videos](http://www.hpft-talkingtherapies.nhs.uk/resources-and-self-help/how-videos)

## How to get urgent help

If you feel at risk of harming yourself, please contact your GP for an

- emergency appointment.
- If you need someone to talk to, you can make a free call to the Samaritans on **116 123** or email them at [jo@samaritans.org](mailto:jo@samaritans.org)
- If you are in a crisis call the Crisis Team on **111** and select **Option 2** when prompted. In an emergency you can also visit A&E or call **999**

**Subscribe to our YouTube channel:**

Search 'HPFT Talking Therapies Psychological Wellbeing'  
or scan here:



**Follow us on Social Media:**

Hertfordshire & Mid Essex Talking Therapies

If you require this information in a different language  
or format please contact the Trust on 01707 253903 or  
speak with the service providing you with support.

**Hertfordshire Partnership University NHS Foundation Trust  
works toward eliminating all forms of discrimination and  
promoting equality of opportunity for all.**

We are a smoke free Trust therefore smoking is not permitted  
anywhere on our premises.

Updated October 2023

[www.hpft-talkingtherapies.nhs.uk](http://www.hpft-talkingtherapies.nhs.uk)