

Welcome to Hertfordshire Talking Therapies

In this leaflet you will find information on what to expect during your time with Hertfordshire Talking Therapies which we hope you will find helpful.



What we do:

Hertfordshire Talking Therapies offers psychological help and practical support for people experiencing a wide range of common mental health problems such as worry, low mood, insomnia and stress. We also provide support for people who are struggling with the reality of living with long term physical health conditions. Our service can provide help too if you are experiencing anxiety or low mood prior to or during early parenthood.



for anxiety and depression

Service provided by Hertfordshire Partnership University NHS Foundation Trust

Many of the options that we offer are based on cognitive behaviour therapy (CBT) which has been shown through research to be a highly effective psychological therapy for people experiencing anxiety or depression. CBT involves looking at the way you think and your ways of coping in order to identify changes that you can make to help you feel better.

“My therapist gave me telephone support while I worked through a computerised therapy programme. It was so convenient to be able to do this when it suited me, in my own time...”

Our Team

A range of different professionals work within the service including psychologists, cognitive behaviour therapists and psychological wellbeing practitioners. They will help you decide at your first appointment which treatment option will work best for you and agree your treatment plan.

“I found the workshops to be very helpful. They addressed precisely the issues I have been struggling with. It was so good to realise I was not on my own...”

Your treatment options

We offer a range of treatment types and will work with you to ensure you receive the option best suited to you. Following your first appointment and dependent on your needs and circumstances, you may be offered:

- **One-to-one talking therapy:** either online or in-person.
- **Guided self-help:** online treatment modules accessible via smartphone or laptop, or written materials with telephone support.
- **Courses and Groups:** regular sessions where you can learn with others who share your concerns.

It is important to us that you can access therapy in a way that is convenient for you and that you feel comfortable with the therapy you are receiving at all times. If at any time during treatment you wish to explore different therapy options, please let your therapist know. If you have problems with access, please let us know at the first opportunity so we can help. Some people prefer to see a female therapist while others might prefer a male therapist. If this is important to you, please let us know. Sometimes it is helpful to bring a family member or friend along to sessions, so talk to us if that is your preference.

“A fantastic therapist who helped me through a very difficult period. She helped me sort out a problem that I had been trying to solve for over a decade.”

Confidentiality

We ensure that the confidentiality of clients seen within Hertfordshire Talking Therapies is protected. The service is provided in partnership with our local GPs to ensure we all offer you joined up care. Therefore, necessary information will usually be shared with your GP and other health professionals involved in your care (please see the section on **'Your personal information'** for more details).

In exceptional circumstances and to help safeguard the welfare of yourself and others your information may also be shared with other professionals in order to provide the support you need. This is in accordance with the principles of the Data Protection Act 2018 under which your information is held. If you express wishes that limit us sharing information, we will respect these wherever possible. If for any reason we do have to share information, you will be informed at the earliest opportunity. If any information needs to be shared with anyone else for any other purpose, this will be also discussed with you.

Attendance and Cancellation Agreement

For your treatment to work it is essential that you attend regular appointments. Our appointments are in high demand, and therefore we can only offer what is available. It will not always be possible to provide a specific time or day. If you need to cancel a session, please call your therapist on their mobile number or the office, giving as much notice as possible

Please be aware that due to the high demand for our service and the impact that not attending has on your progress in treatment, you will be discharged from our service if you cancel or do not attend two arranged sessions. You will also automatically be discharged if you do not attend your first appointment without letting us know in advance.

If you are discharged and would like to resume we would welcome another referral from you when you are able to commit to treatment.

Please be advised that we are unable to conduct any telephone conversations if you are driving. We will terminate the call and call you back at another time.

Your Personal Information

The information you provide will be stored on our secure digital system. We will use this information to contact you regarding this referral and may share it with other professionals in relation to your care. Please talk to your therapist if you want further information, or find out more via our **Fair Processing Notice** and **Protection of Personal Information leaflets** - both are available on our Trust website: www.hpft.nhs.uk

Zero Tolerance

We operate a ‘zero tolerance’ attitude to all forms of abuse therefore such behaviour or the use of inappropriate words causing distress towards our staff will not be tolerated. Our staff are required to be treated with dignity, courtesy, and respect. Hertfordshire Talking Therapies is committed to providing a safe, flexible and respectful environment for staff and service users, free from all forms of bullying, discrimination, and sexual harassment.

Your feedback matters

After your first appointment and at the end of treatment you will be provided with a questionnaire about your experience with the service. Your feedback will help us improve the service so we appreciate you taking the time to let us have your views. This is completely anonymous and will not affect your treatment.

Complaints

If during or after treatment you are unhappy about the service you are receiving, please contact your local team’s service manager. They can be contacted via the telephone number at the top of your appointment letter.

Supporting others

If you feel that someone you know may benefit from support from Hertfordshire Talking Therapies please ask them to self-refer by calling the Single Point of Access (SPA) on **0800 6444 101** or making an online referral at www.hpft-talkingtherapies.nhs.uk

If you would like to be involved in shaping services for the future or representing service users at upcoming events please do let your practitioner know either at the start or end of therapy. We value your input!



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Hertfordshire & Mid Essex Talking Therapies

Cover Artwork: Canal Buildings by Anthony Cleyndert

This piece is part of Hertfordshire Partnership University NHS Foundation Trust (HPFT) Art Collection – www.hpft.nhs.uk/art-project