Involvement Network Minutes - September 2026

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Service update:

- We are excited to share that our brand-new podcast, **'Let's Open Up'**, has now launched on all major streaming platforms. The podcast features conversations and experiences from service users and clinicians. Opportunities are available for Service User Involvement Network members to contribute to future episodes Listen now via Podcasts | HPFT Talking Therapies
- The group also discussed the Time for Change webinar series, which supports people while they are waiting to begin treatment.

Feedback on Involvement:

- Members valued sharing lived experience to improve services.
- Clearer discharge information and support pathways were requested.
- Suggestion for a flowchart showing where to access support after treatment.
- Network promotion should be clearer, simpler and more engaging.
- The group agreed that opportunities for involvement should be introduced at different stages of the therapy journey, depending on individual circumstances.

Raising Awareness:

- Increase awareness of community, voluntary and online support available during and after treatment.
- Promote the Service User Network across all therapy pathways.
- Use accessible, visual and easy-to-understand information.
- Promote webinars, podcasts and other involvement opportunities.
- Clearly explain the Network is for service improvement, not a therapy group.
- More consistent and accessible promotion could help people understand available support and involvement opportunities to get involved.

Personal Experience:

- Waiting for treatment and post-discharge periods can feel difficult and uncertain.
- Experiences of discharge support and follow-up varied.
- Clear discharge information and a route back into support were reassuring.
- Community and voluntary support was helpful while waiting for treatment.
- Communication should reflect individual needs and preferences.
- Members highlighted the importance of continuity, clear information and support throughout their journey.

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The next Involvement Network meeting will be held online on Wednesday, 25th November 2026, from 5:00pm to 6:00pm. If you'd like to attend, please complete the registration form to receive the meeting invite link.

Agenda items for next meeting:

- Explore an accessible discharge support pathway/flowchart.
- Consider post-discharge follow-up.
- Review and simplify Network promotional materials.
- Consider when and how the Network should be promoted.
- Discuss accessibility and future involvement opportunities.

In addition to our meeting, we offer a variety of ways for our members to contribute to the development to our service, including: reviewing promotional materials, assisting with recruitment, supporting digital content production, contributing to our recovery stories projects and speaking at events!

Join our Involvement Network to help shape the future of our service.

www.hpft-talkingtherapies.nhs.uk/get-involved

Please note that The Involvement Network is a collaborative group involving staff from Hertfordshire and Mid Essex Talking Therapies, as well as individuals who have previously used the service. It is crucial that you are fully discharged from the service and not currently receiving therapy or on a waiting list. If you need to re-refer for support at any point, please inform a member of The Involvement Network so we can pause your involvement in the project. Once you are discharged again, your participation can resume.

If you would no longer like to be involved with The Involvement Network, please email: hpft.talkingtherapiesgetinvolved@nhs.net