

Hertfordshire and Mid Essex Talking Therapies

Involvement Network Handbook

Contents

About us

Great Together: Our 5-year strategy 2023 – 2028

Definitions

Involvement Network

Involvement Network Membership

Involvement Network Meeting

Involvement Network Activities

Are there any additional involvement activities?

What we require from you as an Involvement Network member

The value of collective contributions

Looking after your wellbeing

Your Personal Information

Involvement Network Agreement – requires signature



About Us

HPFT provides NHS Talking Therapies across 6 teams in Hertfordshire and Mid Essex (including a digital team) supporting around 40,000 adults every year to manage their common mental health difficulties, such as anxiety and depression.

Hertfordshire Talking Therapies covers Hertfordshire, with the main bases being Hemel Hempstead (Dacorum and St Albans), Watford (Three Rivers and Hertsmere), Stevenage (Stevenage and North Herts) and Welwyn (Welwyn and Hatfield). Mid Essex Talking Therapies covers Braintree, Chelmsford and Maldon, with the main base being Braintree.

Our service has over 300 staff including PWP's, High Intensity Therapists, Psychologists, Mental Health Support Workers, Managers and Administrators.

Our services are focused on delivering high quality therapy, and are one of the highest performers in the East of England, with high recovery rates exceeding the national target of 50% and high levels of patient satisfaction.

We deliver a wide range of digital based interventions including traditional telephone therapy, online guided self-help packages, and therapy via videoconferencing software for individuals and groups. We also deliver a range of interventions to support people who are also living with a long-term condition in conjunction with a range of physical health providers.

Great Together: Our 5-year strategy 2023 – 2028



We are proud to have developed and co-produced **Great Together** with our service users, carers, staff, partners and local communities to guide us over the next five years, as we embark on an exciting new chapter in our journey as an organisation.

During a six month consultation period, more than 2,000 staff, service users, carers, and stakeholders engaged with us, providing over 8,764 comments to help co-produce a strategy that we believe truly reflects the priorities of all.

We now have a clear roadmap to achieve our vision of **Great Care** and **Great Outcomes**.

We have identified six key strategic priorities, with service users and carers at the heart of all that we do, as shown in the diagram below.

Our **service users and carers** are at the centre of our strategy and at the heart of all that we do. We will improve service user and carer experience, placing emphasis on shared decision-making, co-production and recovery

We will provide high **quality** care and support that is safe and achieves the best outcomes for service users and carers.

We will be a learning organisation that encourages **innovation**, research and continuous quality improvement.

We will **collaborate** and work in partnership in everything we do to meet the needs of communities and the people we support.

We will attract, develop and retain a skilled, compassionate workforce by creating inclusive and thriving workplaces for our **people**.

We will address inequalities to improve outcomes and advance **equity** for people from all communities.

Definitions

We acknowledge and recognise that people may wish to be addressed by different terms such as service user, client, patient, expert by experience, person with lived experience etc., For simplicity we will use the term service user to define all who use our services.

The term 'carer' refers to a relative, friend or neighbour who provides unpaid help and support to our service users.

Involvement Network

The service user and carer network will be made up of individuals who have previously engaged in the Hertfordshire and Mid Essex Talking Therapies services.

Network members will provide perspectives on the service delivery based on their personal lived experience.

The network will provide considerations around service improvements and innovation projects and will suggest ideas and solutions in these areas.

The network will also advise on the best ways of engaging with service users and carers, with consideration of how the service works for different groups of people.

Involvement Network Membership

The network will be made up of individuals who have engaged in the service for an assessment and/or treatment. This includes the use of webinars and workshops.

The carer of a service user who has used the Herts and Mid Essex Talking Therapy services can be a member, even if they have not used the services.

The group will be made up of individuals with different experiences and will be diverse (for example members of different ages, gender, sexuality and from different ethnicities).

Other relevant Talking Therapy colleagues will be invited to attend the meetings if the group is discussing an agenda item that is related to their area of work.

Involvement Network Meeting

The Involvement Network will meet online every two months via Microsoft Teams (more information about member participation is included below). Separate meetings will take place for Hertfordshire and Mid Essex.

The group will be formally minuted with an action log that will be reviewed during each meeting. These minutes will be sent out to all members of the network (no matter of attendance). The meeting will be chaired by a Professional Lead.

The Involvement Network operates independently from clinical treatment, and the meeting chair will not have knowledge of individual members cases or reasons for accessing our support.

Involvement Network Activities

Network members will be able to get involved in a variety of different activities. This list is not exhaustive but provides an idea of the type of activities you may wish to take part in:

- Identify and drive forward new initiative to ensure mental health services are accessible to all.
- Reviewing services and providing feedback.
- Helping to plan, develop and design better policies and services for the future.
- Reviewing promotional materials including printed materials and digital channels (website and social media).
- Supporting ongoing projects to improve access and service to individuals including Perinatal, Men, Older Adults, Young people, EDI etc.
- Help with ad hoc patient surveys in various service areas.

Are there any additional involvement activities?

Alongside our regular bi-monthly meeting we may ask our 'Involvement Network' members to volunteer to support additional activities including providing advice on working group projects, innovation projects such as new webinars, whiteboard animations and videos and/or produce a service user story based on your journey with our service.

Some involvement activity requires a clear description of what is expected. This will be set out in a role outline describing the expectations of you and us in relation to the activity you are engaging in. It includes:

- Information about the activity
- Where the activity will take place
- How long for
- What your contribution should be
- What experience, personal attributes, knowledge and skills are required
- Support available

What we require from you as an 'Involvement Network' member

There are some overarching things that we do and don't expect from you. Setting these out is meant to provide clarity as well as being a supportive measure.

Most involvement activity is undertaken with our staff, other service users and carers and often requires debate and discussion. This means that opinions and perspectives will be shared but also that they may differ. We ask that people respect and consider all viewpoints and experiences and to keep an open mind to new ideas.

We encourage members to avoid detailed discussions about the clinical aspects of their treatment and the challenges that brought them to our service. However, in some involvement activity it may be relevant to share aspects of your personal experience and journey. Before doing so, you should think about what you want to share, how much to share and who you are sharing it with.

Information shared in involvement activity may be personal, sensitive or confidential to individuals or the organisation and therefore must not be shared or discussed outside of the activity. Some roles will require you to be familiar with certain Trust policies such as our data protection and confidentiality.

To maintain a professional and supportive environment, we ask that members do not attempt to contact each other directly outside of scheduled meetings. This policy helps ensure that all interactions remain respectful and within the context of our structured activities.

The Involvement Network meeting will take place virtually on Microsoft Teams and some surveys may be emailed to all. This will mean that other members may be able to see certain

confidential information of including name and email address. In order to ensure there is an open discussion during meetings we ask that attendees have their camera on with microphone muted unless talking.

Additional information:

Please note these additional points for code of conduct will be regularly reviewed by the 'Involvement Network':

- Respect confidentiality at all times including agenda items discussed and confidential information about peers.
- Treat each other with mutual respect and act and contribute in a manner that is in the best interests of all peers.
- Be open and flexible, listen and support each other.
- Accept that the ruling of the Chair or other presiding officer is final on matters relating to orderly conduct.
- Otherwise, to abide by principles of good meeting practice, for example:
 - Reading papers in advance
 - Attending on time
 - Avoid distractions
 - Allowing others to speak and be heard/respected
 - Raising your hand when you would like to speak
 - Avoid acronyms where possible

Please note: If service users or carers have concerns or complaints about their care and treatment, these should be directed to our Patient Advice and Liaison Service (PALS). Involvement activity is not the place to raise concerns or complaints or where to expect to have them addressed. The contact details for the PALS are:

Telephone: 01707 253916 (Monday to Friday 9:00am till 3:00pm)

Email: hpft.pals@nhs.net

Write to: Patient Advice and Liaison Service, HPFT Head Office, The Colonnades, Beaconsfield Road, Hatfield, AL10 8YE

The value of collective contribution

The Involvement Network values the collective and joint contributions of its members, and it serves as a platform for open discussion. This collaborative approach aims to move forward with innovative solutions that can enhance the service. Your input is crucial, and we appreciate your willingness to share your perspectives and creativity.

Please note that ideas, suggestions, and concepts discussed within the Involvement Network may be broad and extensive and it may not always be possible to implement all developments.

All ideas, suggestions, and concepts generated through the Involvement Network, or any collaborative activities are owned by Hertfordshire and Mid Essex Talking Therapies. While ownership of these ideas' rests with Hertfordshire and Mid Essex Talking Therapies, the Involvement Network will be collectively acknowledged and credited for their contributions where appropriate.

Looking after your wellbeing

We want your involvement activity to be positive and productive. Some involvement activity can be emotionally challenging. It may also need to be undertaken at set times and require

commitment for a number of hours at a time. The role outline will provide some information about what to expect as well as the time commitment required. It is important to consider this and any impact it may have on you.

Whilst we offer support regarding your involvement, we may also ask what other support and self-care you have in place regarding your wellbeing. We encourage you to let us know if you are struggling and it is OK to have a break or step down from your involvement activity. Alternatively, a change of involvement role may be beneficial.

If we have concerns about you after a meeting where topics or discussions may have been particularly challenging, we may attempt to contact you using the details you have provided.

Your Personal Information

In order to keep people informed of involvement opportunities and to ensure any information forwarded reaches you, we will keep contact and personal information on a secure database in line with our data protection and information governance processes. We will store your information in line with the Trust's retention periods and will confidentially destroy any records after this date.

Information we may require includes:

- Name and address
- Demographic information (to understand the diversity of people involved)
- Contact details (including mobile and landline numbers and email address)
- Services you or the person you care for is using or has previously used.
- Involvement activity you are involved in or want to be involved in

You will be asked to check and update this information on an annual basis at least. Please inform us of any changes between these times.

The information we hold about you as a member of the Involvement Network is held completely separate to any information we may hold about you as a service user or carer. This is because the information is collected and held for completely different purposes.

There must be a legal basis in order to process any personal data. Any personal information we hold about you regarding the involvement network is processed with your consent.

You have the right to opt out of sharing your information with HPFT for this purpose if you no longer wish to be a member of the Involvement Network. Please contact hpft.talkingtherapiesgetinvolved@nhs.net or refer to the privacy area on the Trust's website for further information.

Your information, your rights

UK Data Protection Laws give you the right to:

- To be informed why, where and how we use your information
- To ask for a copy of the information we hold about you
- To ask for your information to be corrected if it is inaccurate or incomplete
- To ask for your information to be deleted or removed where there is no need for us to continue processing it
- To ask us to restrict the use of your information

All Public Authorities are required to appoint a Data Protection Officer (DPO). The DPO for the Trust is the Head of Information Rights and Compliance and can be contacted on:

Email: hpft.dpo@nhs.net

Tel: 01727 804956

If you feel we are not processing your information lawfully you have the right to complain to:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 0303 123 1113