NHS
Hertfordshire and Mid Essex
Talking Therapies

Digitalisation of the LTC Pathway

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for anxiety and depression
Service provided by Hertfordshire Partnership University NHS Foundation Trust

What are we going to cover today?

- ✓ The benefits of digitalisation for people with LTCs
- ✓ Digital innovations that support our clinical work
- ✓ Driving health campaigns using digital tools

Why digital for LTC?

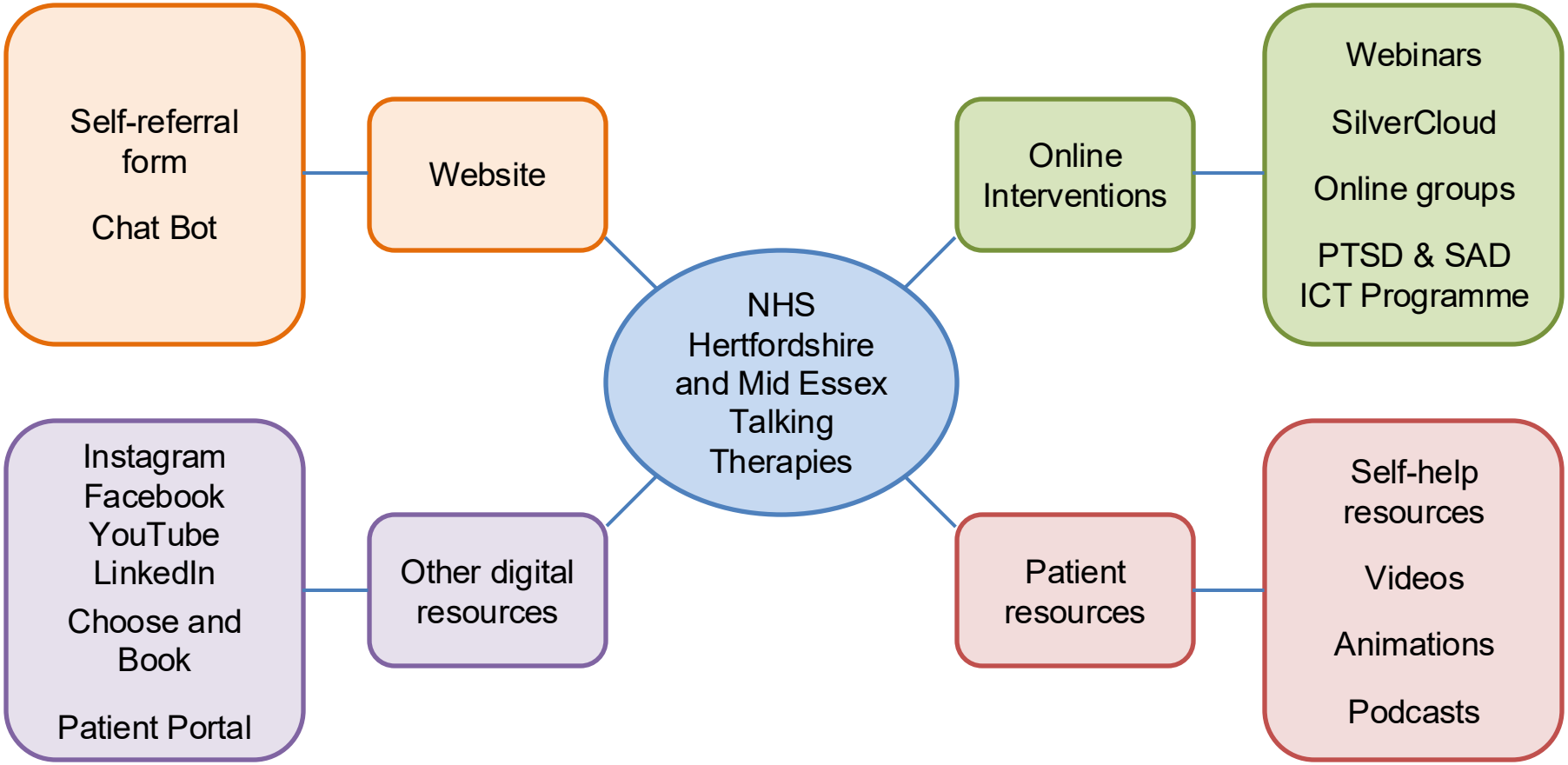
No transport required

Minimal equipment needed

Helpful for managing energy levels

Accessible, adjustable and adaptable

What is our digital offering?



LTC modules on SilverCloud

SilverCloud® by Amwell®

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Mental health Programmes

Chronic pain with anxiety & depression programme

In England, one in three young people are affected by chronic pain. This programme provides educational content on how living with chronic pain can impact one's wellbeing.

The programme uses CBT to help individuals understand how living with chronic pain can be linked to low mood and worry and how to manage the difficult thoughts, feelings and behaviours associated with this.

Lung conditions with anxiety & depression programme

The *Lung Conditions with Anxiety & Depression* programme is for those who are looking for tools and strategies to better manage anxiety and depression related to their lung conditions, understand the relationship between emotional and physical symptoms, and develop better lifestyle and mood-enhancing choices.

Participants will learn to better understand the relationship between their emotional and physical symptoms so they can ultimately change their physical reactions to improve their mood.

Diabetes with anxiety & depression programme

The *Diabetes with Anxiety & Depression* programme is designed for those who are looking to develop tools to self-manage their diabetes, understand the relationship between their diabetes, mood, and physical health, and develop more positive ways of thinking.

Participants will walk away with tools and techniques to avoid a relapse by identifying warning signs, managing their triggers, and setting future goals.

Get Answers

LTC webinars

Living Well with a Long-term Physical Health Condition

This webinar is an introduction to what it means to live with a long-term physical health condition and the ways in which it may take a toll on mental health.

Read more

Living well with persistent pain

This webinar introduces the relationship between physical and mental health and provides self-help tools that can help with pain management and emotional wellbeing.

Read more

Menopause and Emotional Wellbeing

The Menopause and Emotional Wellbeing webinar introduces the physical and emotional difficulties that women may experience when going through perimenopause and menopause.

Read more

Menstrual cycle and mental wellbeing

This webinar introduces the physical and emotional difficulties that may be experienced across the menstrual cycle and presents different tools that can be used to improve emotional wellbeing during menstruation.

Read more

Webinars are 1-hour online live and interactive events that provide educational and practical support for the public and service users who would like help with their emotional wellbeing.

Webinars also aim to raise awareness of the support available through our services and other organisations.

LTC webinars: Diabetes

Diabetes and Emotional Wellbeing

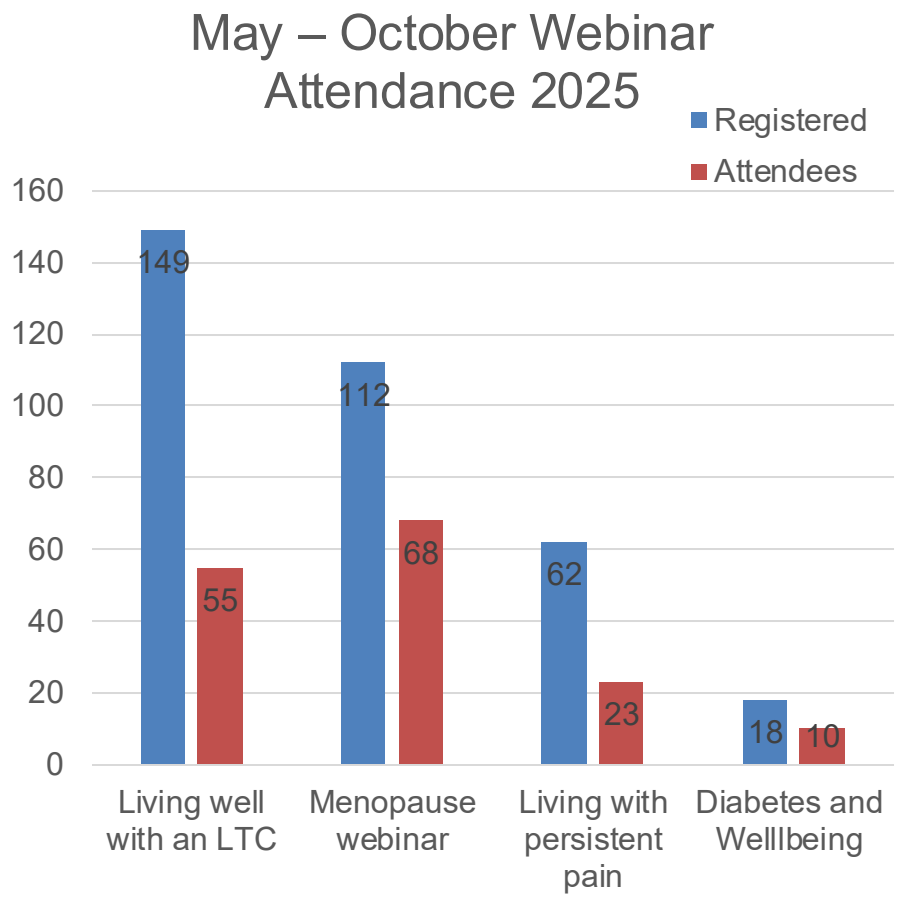
This webinar introduces the challenges of living with Diabetes and provides Cognitive Behavioural techniques to improve emotional wellbeing.

Read more

This webinar was co-designed with Diabetes UK.

It is now co-presented on a rota basis with diabetes specialists such as dieticians, specialist diabetes nurses, and live-experience guests are involved in the delivery.

LTC webinar data & feedback

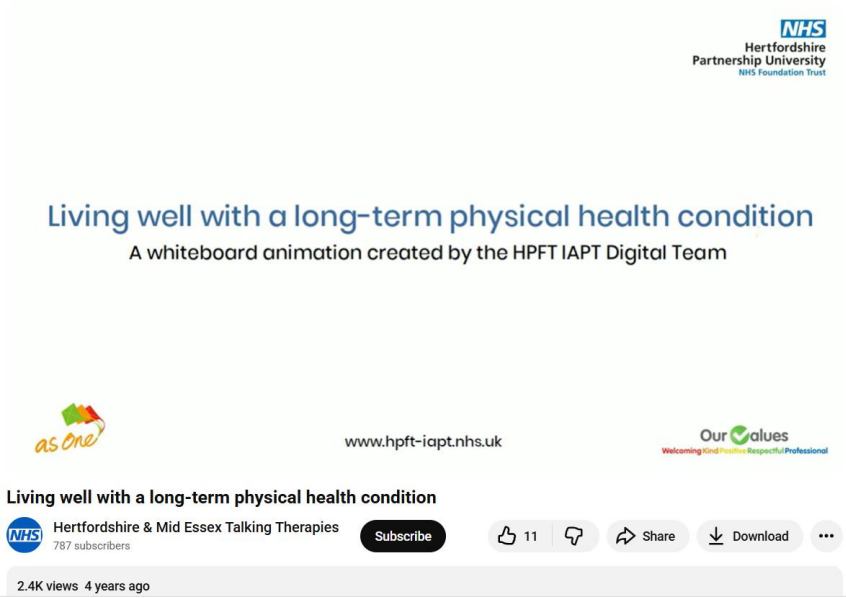


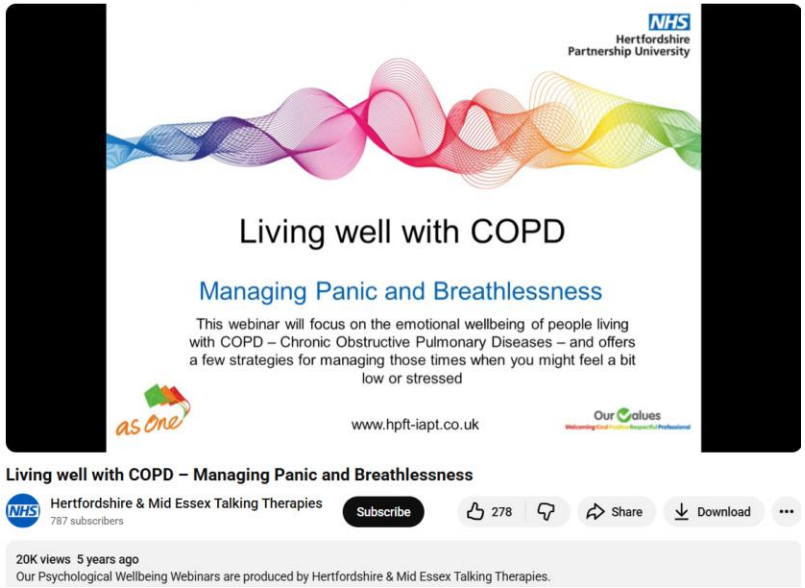
"Excellent webinar. I didn't personally interact as I was just listening and taking in all the information, but I will definitely use the ideas and techniques to try to feel more positive and retrain my brain!" (Living well with persistent pain webinar)

"I was feeling a bit cynical but gave it a go and then I found it really helpful and it was lovely to hear I am not going mad as the other participants and the hosts could have been speaking my own words! I think the hosts were also very soothing and reassuring too which helped to take a more positive view of the whole thing." (Menopause Webinar)

LTC videos and animations

The team also creates a range of short videos and whiteboard animations to increase awareness of the available support and drive access to the service.





Several of these videos have been created in collaboration with working groups, which specifically target certain underrepresented populations.

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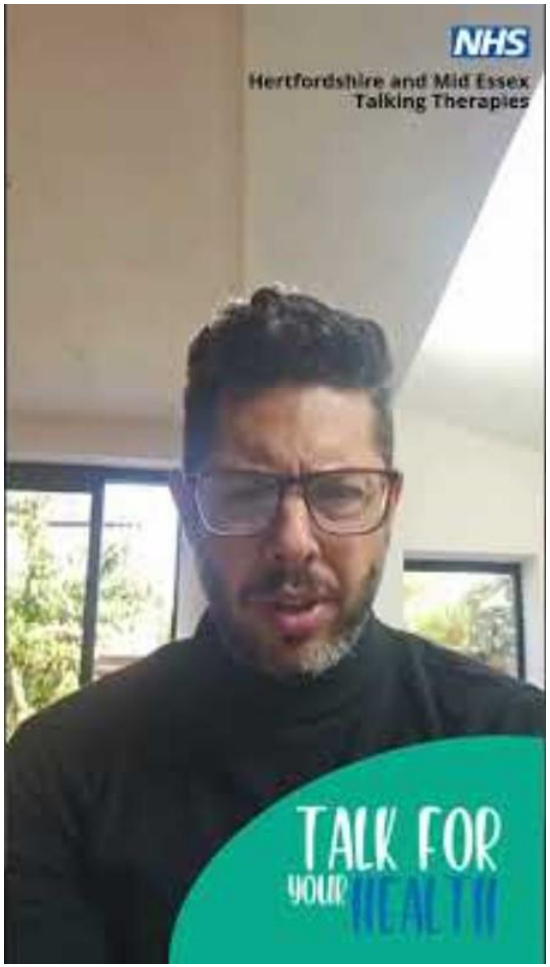
Living With Diabetes Animation Snippet

YouTube Shorts: 'The Stigma of Type 2 Diabetes'



We have recently started creating YouTube shorts – approximately 1-minute videos to increase awareness about the service.

We have paired the first videos with a targeted marketing campaign aimed at individuals with type 2 diabetes.

As part of this campaign, we have collaborated with a range of clinicians and experts by experience to develop the content and record the videos.

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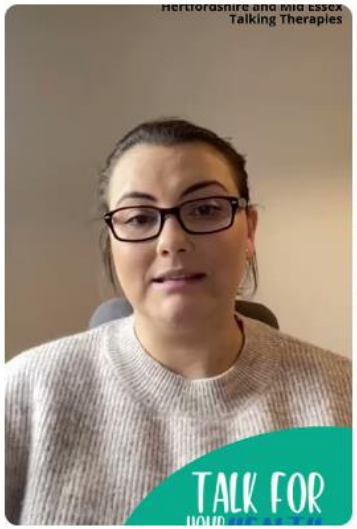
YouTube Shorts: ‘Talk For Your Health’ Campaign

Shorts



Pregnancy With Diabetes: Your Journe...

89 views

Diabetes & Mental Health: The Hidden ...

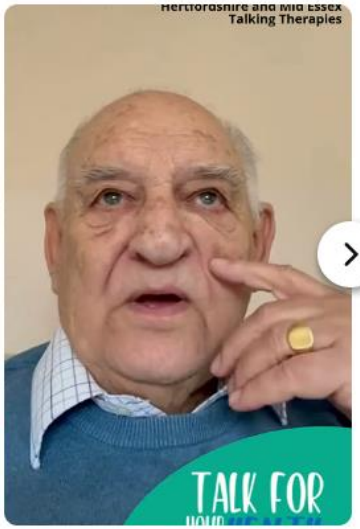
174 views

Needle Phobia and Diabetes? NHS Talking...

98 views

Pre-Diabetes Isn’t the End - It’s a New ...

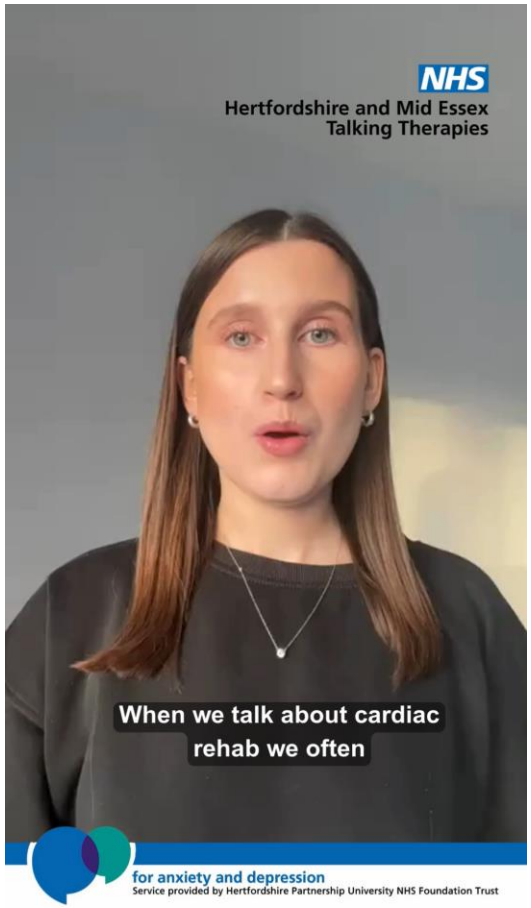
25 views



Part 2: Living Well with Type 2 Diabetes - ...

14 views

YouTube Shorts: 'The Hidden Side of Heart Health'



We are also working on new videos for IBS, heart health, COPD, and various other long-term health conditions.

We are continuing to work on developing, co-producing, and recording these videos and scripts with our experienced clinicians.

Podcasts

Our most recent innovation in production is the podcast titled 'Let's open up', which will consist of different series discussing specific subjects, such as therapy, health, or neurodiversity.

The podcast series aim to destigmatise therapy, answer common questions, increase awareness of our service, and encourage individuals to refer.

We are collaborating with clinicians, service users, and healthcare professionals.

Recovery stories

We have collaborated with service users to create ‘recovery stories’ that can be shared with service users at the beginning of their sessions. These are also available on our website, under the section ‘about us’.

The recovery stories provide a real and relatable account of treatment, specific therapeutic strategies, and words of encouragement.

These have been created to be as diverse as possible to make them relatable to a range of people.

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Anita’s story

73-year-old white female with atrial fibrillation and history of breast cancer. Accessed support via exposure and habituation for agoraphobia.

"Suddenly out of the blue I started to feel unwell. I was experiencing anxiety and felt unable to be in a room with other people which was scary as I had never felt like this before. This is known as agoraphobia".

I found being in a noisy environment with lots of people intimidating. Leading up to feeling this way, I was diagnosed with atrial fibrillation and breast cancer. Typically, I am an optimistic person that deals with all sorts of issues quite well so how I felt was baffling to me.

I heard about NHS Talking Therapies after visiting my GP. At first my GP suggested prescribing antidepressants which I don't knock at all because for some people that's the right route. However, I had this gut feeling that I wanted to try and understand why I was feeling the way I did. During that time, I was taking various medications already which can cause side effects, but I did not want to suddenly stop taking my medication. I also discussed my feelings with my breast cancer nurse who reassured me that what I was feeling was not unusual for someone going through what I was at the time.

I felt alone for a few months with my feelings. It took me a couple of weeks to build up the willpower to complete the self-referral form as I felt poorly at the time, I just wanted someone to look after me. I did not know what to expect but I was pleasantly surprised to hear from the service the next day and the staff member on the phone was sympathetic. My experience of receiving treatment was brilliant. I received cognitive behavioural therapy over the telephone which I feel was the best thing for me. However, I was offered the option of face-to-face sessions if I changed my mind.

From the start, my therapist explained what sessions would involve and provided resources in advance. The materials shared during sessions were easy to follow and thought provoking. My therapist treated me as a person and made me feel comfortable throughout my treatment. So instead of being frightened, I said to myself, this is OK and I worked through my difficulties one step at a time. During treatment I took part in gradual exposure with my therapist where I tried to go into a shop and stayed there for longer each time. By the fourth trip to the shop, I could stay longer, and I started to feel less anxious. It is important to remember recovery can take time however knowing there is a service out there that can help is reassuring to me.

From treatment I have taken forward strategies to employ if I start to feel overwhelmed. If I were to feel unwell again in the future, I would be straight back to the team to access support again.

For anyone who may be feeling uncertain about accessing support I would encourage them to reach out and grab the opportunity with both hands. Nobody will make you do anything you do not feel comfortable with. Having somebody that gives you time and space to talk, and who understands the problems you are facing is like a revelation. I wish more people knew about the service NHS Talking Therapies can offer and the benefits you can get from accessing support.

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Questions