

Hertfordshire Wellbeing Service: adapting and responding



Chatbot: Balm AI

Our website now features a digital assistant chatbot named 'Balm AI'. Balm provides users of our website with the ability to ask questions and provide conversations hints to better guide them through the website. The chatbot also promotes the self-referral portal and signposting options to support the user to access the most appropriate service for their needs. We will be reviewing interactions with the chatbot and using the data to refine, develop and improve our content and communication. [Click here to have a conversation with Balm.](#) If you would like to provide any feedback please email: rosie.lansbury@nhs.net

Living well with Diabetes

Living with diabetes can come with many different challenges, both physical and mental. By encouraging patients to learn ways to take care of their own mental health will also allow them to take better care of their physical health which can ultimately reduce a person's quality of life and increase GP visits and hospital admissions. We have launched a new 'Living well with Diabetes' webinar for people living with Type 1 or Type 2 diabetes or for people who know someone living with diabetes. The webinar explores the physical and mental challenges of diabetes and the importance of taking care of your own mental health whilst living with diabetes. Dates are available from November. [Click here for more information and to register.](#)



Perinatal support

The pregnancy journey and birth can be a happy and joyful one, but it can also bring about a range of emotions such as fear, worry, anxiety, guilt, sadness and anger. The pressure of COVID lockdown and isolation over the past year, has increased vulnerability to anxiety and depression at this challenging life stage. Our HPFT IAPT Digital Team has created a short animation video that explores some of the difficult thoughts and feelings that come with early parenthood. [Click here to view our specialist perinatal video.](#) Our service recognises the needs of individuals in the perinatal phase and has a variety of tailored treatment options including our brand new 'Wellbeing in pregnancy and early parenthood' webinar for imminent and new parents tackling the pressures of their changing role. This webinar offers an insight into the common triggers and symptoms of postnatal stress. [Click here more information and to register.](#)



Menopause and Emotional Wellbeing

For many women, perimenopause and menopause can lead to a range of physical symptoms, which are unpredictable and may last for an uncertain amount of time. Hormonal changes, the physical symptoms and their unpredictability may contribute to emotional distress during perimenopause and menopause. Our service has launched a *NEW* Menopause and Emotional Wellbeing webinar that introduces the physical and emotional difficulties that woman may experience when going through perimenopause and menopause. The webinar will present different tools that women can use to look after their emotional wellbeing whilst going through this stage of life. Dates are available from October. [Click here for more information and to register.](#)

