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Contract

Talking Therapies

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-056648

Procurement identifier (OCID): ocds-h6vhtk-059a7e

Published 15 September 2025, 3:46pm

Section I: Contracting authority

I.1) Name and addresses

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

Dukes Court, Duke Street

Woking

GU215BH

Contact

Maggie Czapiewska

Email

maggie.czapiewska1@nhs.net

Country

United Kingdom

Region code

UKJ26 - East Surrey

NHS Organisation Data Service

QXU

Internet address(es)

Main address

<https://www.surreyheartlands.org/nhs-surrey-heartlands-board>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Talking Therapies

Reference number

Talking Therapies - 1.11.25 - Mind Matters

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The NHS Talking Therapies service is a community-based service that aims to improve access to evidence-based psychological therapies for common mental health problems.

The service offers a variety of evidence-based clinical interventions (including self-help options) including, but not limited to

- Cognitive Behavioural Therapy
- Interpersonal Therapy
- Counselling
- Brief Psychodynamic Therapy
- Solution Focused Therapies
- EDMR
- Mindfulness

The service has been a key priority for many years as outlined in the NHS Long Term Plan and the Five Year Forward View for Mental Health and continues to be one of the mental health priorities in NHS England 2025/26 Operating Plan.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £5,392,966

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ26 - East Surrey

II.2.4) Description of the procurement

The NHS Talking Therapies service is a community-based service that aims to improve access to evidence-based psychological therapies for common mental health problems.

The service offers a variety of evidence-based clinical interventions (including self-help options) including, but not limited to

- Cognitive Behavioural Therapy
- Interpersonal Therapy
- Counselling
- Brief Psychodynamic Therapy
- Solution Focused Therapies
- EDMR
- Mindfulness

The service will be available to all adults over the age of 17 registered with a General Practitioner within Surrey ICBs (with the exception of NE Hampshire & Farnham Place), experiencing mental distress in relation to common mental health problems. This service has been a key priority for many years as outlined in the NHS Long Term Plan and the Five Year Forward View for Mental Health and continues to be one of the mental health priorities in NHS England 2025/26 Operating Plan.

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and the Procurement Act Regulations 2023 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by 26 September 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 September 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Mind Matters

18 Mole Business Park

Leatherhead

KT22 7AD

Country

United Kingdom

NUTS code

- UKJ26 - East Surrey

NHS Organisation Data Service

RXX1Y

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £5,392,966

Section VI. Complementary information

VI.3) Additional information

The Awarding Authority confirms the provider is delivering the contract to a consistently high standard and no material changes have been made in the continued contracting arrangement.

Against the Provider Selection Regime (PSR) Key Criteria, the provider has demonstrated expertise and is anticipated to continue doing so. Evidence of current service delivery against the PSR Key Criteria and the breakdown of Key Criteria weighting in relation to this service for the purposes of awarding a further contract under Direct Award C is detailed below:

Quality and innovation 20%

- Delivery of a nationally prescribed, evidence-based model (Counselling, CBT, Digital CBT) ensuring holistic and individualised care.
- Preventive, early-access approach via self/clinician referrals reduces crisis escalation and empowers patient self-management.
- Robust quality monitoring through national KPIs and quarterly CRMs, aligned with MHSDS benchmarks.
- Demonstrated positive outcomes evidenced by improvements in PHQ-2 and GAD-7 scores.
- Transparency and efficiency through quarterly reporting to ICB and shared waiting lists, improving access and reducing waits.
- Flexible service delivery (face-to-face, virtual, blended) tailored to patient needs, supporting engagement and recovery.

Integration, collaboration and service sustainability 20%

- Talking Therapies provision in Surrey aligns with national priorities and contributes to NHS England assurance targets.
- Talking Therapies providers meet quarterly to:
 - o Share knowledge and best practices.

- o Troubleshoot common issues.
- o Ensure equitable allocation of trainees across the five providers.
- Mind Matters collaborates with IESO to offer text-based therapy modalities where appropriate, ensuring care is tailored to individual needs.
- The provider works in partnership with physical health services to deliver Talking Therapies for individuals with long-term conditions.
- Shared online waiting list with other Talking Therapies providers is available via Healthy Surrey and Connect to Surrey, enabling individuals to make informed choices about their care.
- Talking Therapies providers collaborate with local employment support services, including the Department for Work and Pensions (DWP), to help individuals remain in or return to employment.

Improving access, reducing health inequalities and facilitating choice 30%

- Self-referral and clinician/GP-led pathways ensure equitable access across Surrey, helping to reduce health inequalities.
- Ongoing demographic reporting supports monitoring and informed decision-making to address disparities.
- Providers actively engage with hard-to-reach and underrepresented communities to raise awareness and improve access.
- Contractual requirements include provision of translation and interpretation services where needed.
- Five talking therapies providers offer a range of service models, enabling individuals to choose care that suits their clinical needs, personal schedules, and work commitments.
- A shared online waiting list is available via Healthy Surrey and Connect to Surrey, supporting informed patient choice and transparency.
- Diverse service models across the five providers enhance accessibility and patient-centred care.
- Mind Matters exceeds national access targets, with 98.3% of patients seen within six weeks (against a 75% target).

- These approaches collectively support patient choice, improve visibility of service options and wait times, and empower individuals to select the most appropriate treatment pathway.

Value 20%

- Provides a safe, supportive space enabling patients to understand emotions, build coping strategies, and improve overall wellbeing.
- Delivers long-term benefits including support for employment retention, fulfilment of parenting roles, development of healthier behaviours, and reduction of physical illness.
- Clinical effectiveness is demonstrated through consistent improvements on PHQ and GAD scales, monitored monthly.
- Mind Matters meets national targets as demonstrated by a reliable recovery of 47.2% and reliable Improvement of 59.2 %.
- Tariff rate is lower than other providers in the South East region, offering strong value for money while maintaining national target delivery.

Social value 10%

- The service supports individuals to return to or remain in employment, promoting economic participation and personal stability.
- Talking Therapies help reduce social isolation and address mental health challenges, including those linked to physical health conditions, anxiety, and depression.
- The service promotes meaningful relationships and community engagement, contributing to wider social value.
- These outcomes enable individuals to participate more fully in society, both socially and economically.
- A wide range of local providers reduces the need for long-distance travel, lowering patient carbon emissions and supporting environmental sustainability.

Governance and Decision-Making Approval:

Talking Therapies working Group - 11 June 2025

Commissioning, Contracting and Commercial Committee - 15 July 2025

Conflicts of Interest:

No conflicts of interest identified.

Standstill Period and Regulatory Context:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and the Procurement Act Regulations 2023 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 26 September 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to robert.kitt1@nhs.net

VI.4) Procedures for review

VI.4.1) Review body

NHS Surrey Heartlands ICB

Woking

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHSE

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom