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Contract

Talking Therapies

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-056652

Procurement identifier (OCID): ocds-h6vhtk-059a7f

Published 15 September 2025, 3:48pm

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 - IESO

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: £1,856,811

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. 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

IESO Digital Health Ltd

The Jeffreys Building, Cowley Road

Cambridge

CB4 0DS

Country

United Kingdom

NUTS code

- UKJ26 - East Surrey

Companies House

04063351

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,856,811

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%

Quality

- Broad range of evidence-based treatments (1:1 therapy, CBT, 1:1 self-help, EMDR, counselling) delivered holistically and tailored to individual needs.
- Positive patient outcomes demonstrated through measurable improvements in PHQ-2 and GAD-7 scores.
- Quarterly KPI reporting at CRMs with ICB ensures accountability and alignment with national performance standards.

Innovation

- Shared waiting list on Healthy Surrey and Connect to Surrey improves transparency, supports access targets, reduces wait times, and prevents escalation of symptoms.
- Flexible delivery model including typed-text therapy and virtual appointments, providing fast-acting, accessible treatment tailored to individual needs (work, caregiving, travel).

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.
- Self-referral and clinician/GP-led pathways ensure equitable access to services across Surrey, contributing to the reduction of health inequalities. Ongoing demographic reporting supports monitoring and informed decision-making.
- Committed to raising awareness and improving access in hard-to-reach and underrepresented communities.
- Contract requires provision of translation/interpretation where necessary
- Talking Therapies providers meet quarterly to share knowledge, troubleshoot any similar issues they may face, and discuss ways of working.
- IESO is a purely online typed service that provides individuals the flexibility to control their care and support to break down barriers, as attending in person can feel overwhelming.
- 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.
- IESO exceeds national access targets, with 97.6% 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.
- Supports management of long-term conditions, job retention, mental health improvement, behaviour change, and the development of healthier habits.
- Clinical effectiveness is demonstrated through consistent improvements on PHQ and GAD scales, monitored monthly by IESO.
- Reliable recovery of 50.3% (above national target of 48%),
- Reliable improvement of 61%.
- Target met for 73% of patients aged 26-64, improving accessibility and fostering patient choice.
- Tariff rate is lower than other providers in the South East region, offering strong value for money while maintaining national target delivery.
- Talking Therapies are a key priority both nationally and locally, reinforcing strategic alignment.
- Transparent waitlist visibility and diverse service options enhance patient choice and support informed decision-making.

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