

21 May 2020

**CEO Message: We're here to help as demand for mental healthcare surges**

Over the past few months, the world as we know it has altered dramatically. It has been a time of change and challenges for everyone and, after many weeks of confinement at home, the extraordinary times we now live in will be taking their toll on many people's mental health. It is a time when people will need mental healthcare more than ever before, so continuity and quality of service has never been more critical, and is a key priority for us and the NHS.

Over recent weeks, we have scaled up our service to meet increased demand in digital delivery. We are working with our NHS partners closely to help anyone who has mental illness get access to the treatment they need.

We understand many of us are dealing with uncharted territories and uncertain times, and if you feel worried about your mental health, we encourage you to come forward and talk. Please don't feel that your symptoms are not important or normalised due to more of your family and friends talking about their own feelings and distress. If you are worried about putting more pressure on NHS staff, or that your GP is not available to refer you – they are working virtually and are there to help, so don't be afraid to ask. We are working closely with IAPT and our NHS partners to ensure services are up, running and accessible, and we are here, on hand and ready to help. To find out more about support available, please visit the [NHS psychological services page](#).

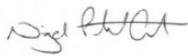
If you need support, you can refer yourself online or by contacting your GP or local mental health service directly. Alternatively, you can visit the NHS website and find a list of psychological services nearest to you. By scaling up our online CBT service, we can treat many more patients, sooner. Our therapists and psychological wellbeing practitioners (PWPs) are ready to help you.

Ieso has always delivered psychological therapy online, so it is business as usual for our team, who are all working from home and are ready to support you. We are committed to sharing our knowledge and using our technology to continually improve the quality of our care, by monitoring what is working in treatment, and by making high-quality, free training and resources available to therapists so they can learn and share knowledge during this challenging time.

We are now treating more patients through IAPT than ever before. In April, we hit record numbers in therapy delivery, providing online CBT to 2163 patients compared to 1002 in April 2019. We aim to support everyone in our community by offering treatment to as many people as possible including our own employees, therapists and NHS staff that may be needing support at this time.

As we transition through the next phase of this journey, the work we have done means we are prepared and can scale to meet any surges in demand. Navigating through the unknown is difficult for all of us, but we care and will be by the side of the NHS, our IAPT partners, therapists, PWPS, and patients as circumstances continue to change. If you are worried about your mental health, seek help now and get the care you need; we're ready to treat you.

Kindest regards,



Nigel Pitchford

CEO, Ieso Digital Health

Find our latest COVID-19 updates: [www.iesohealth.com/covid19](http://www.iesohealth.com/covid19)