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Changing the future of mental health

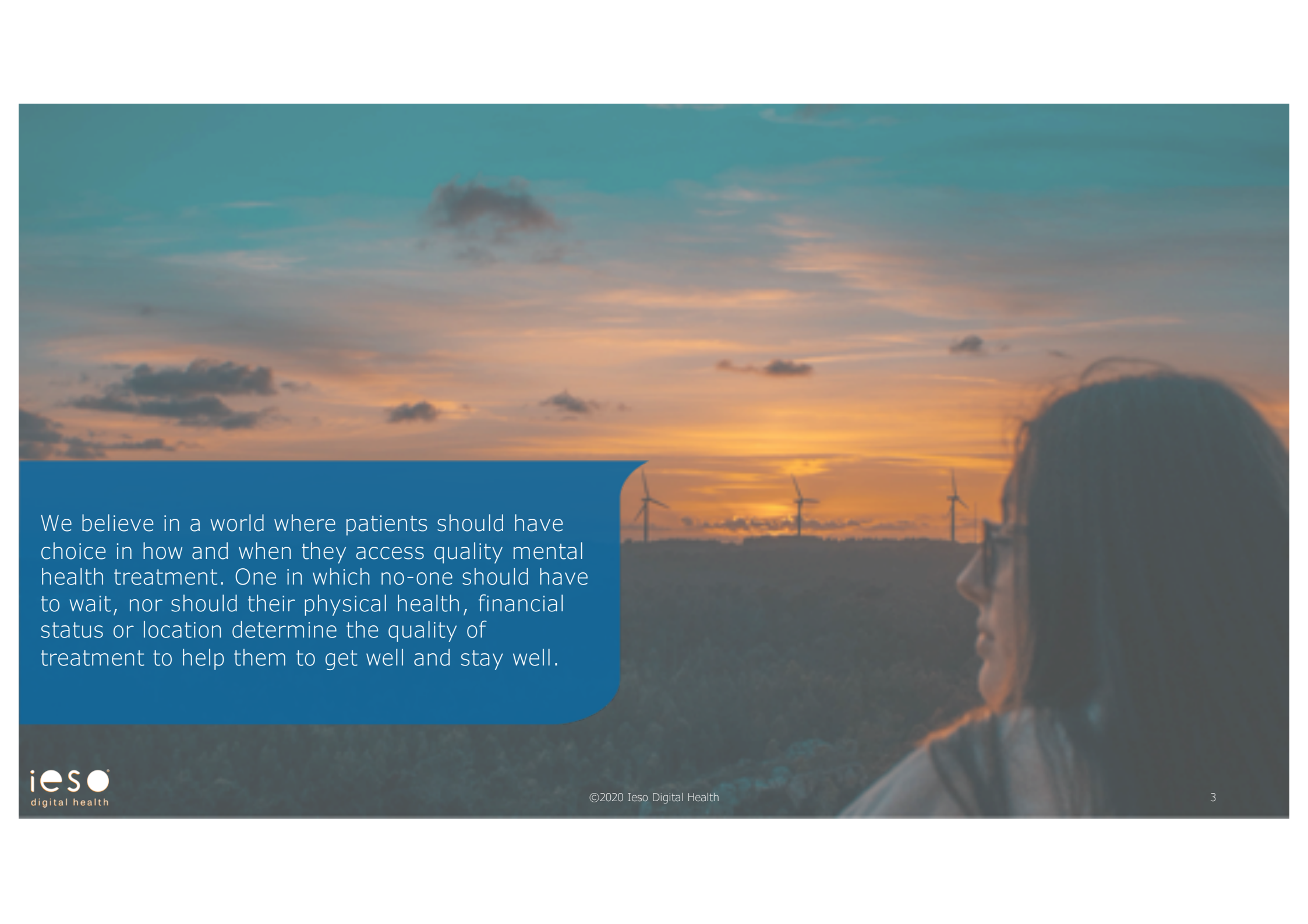Our vision is to change the future of mental healthcare.

Our mission is to deliver evidence-based mental healthcare that works to everyone.

We want to be the world leading mental health treatment company improving millions of lives.

We will do this by leveraging the most comprehensive data set in the world to create a scalable, personalised digital therapeutics solution.

We believe in a world where patients should have choice in how and when they access quality mental health treatment. One in which no-one should have to wait, nor should their physical health, financial status or location determine the quality of treatment to help them to get well and stay well.

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By combining people, processes and technology we are working to better understand mental illness, and deliver better access to highest-quality, evidence-based therapies anytime, anywhere.

Introducing ThinkWell™

Delivering one-to-one CBT securely through our bespoke, device-agnostic therapy platform, we help new populations and hard-to-reach groups receive the help they need, when they need it.
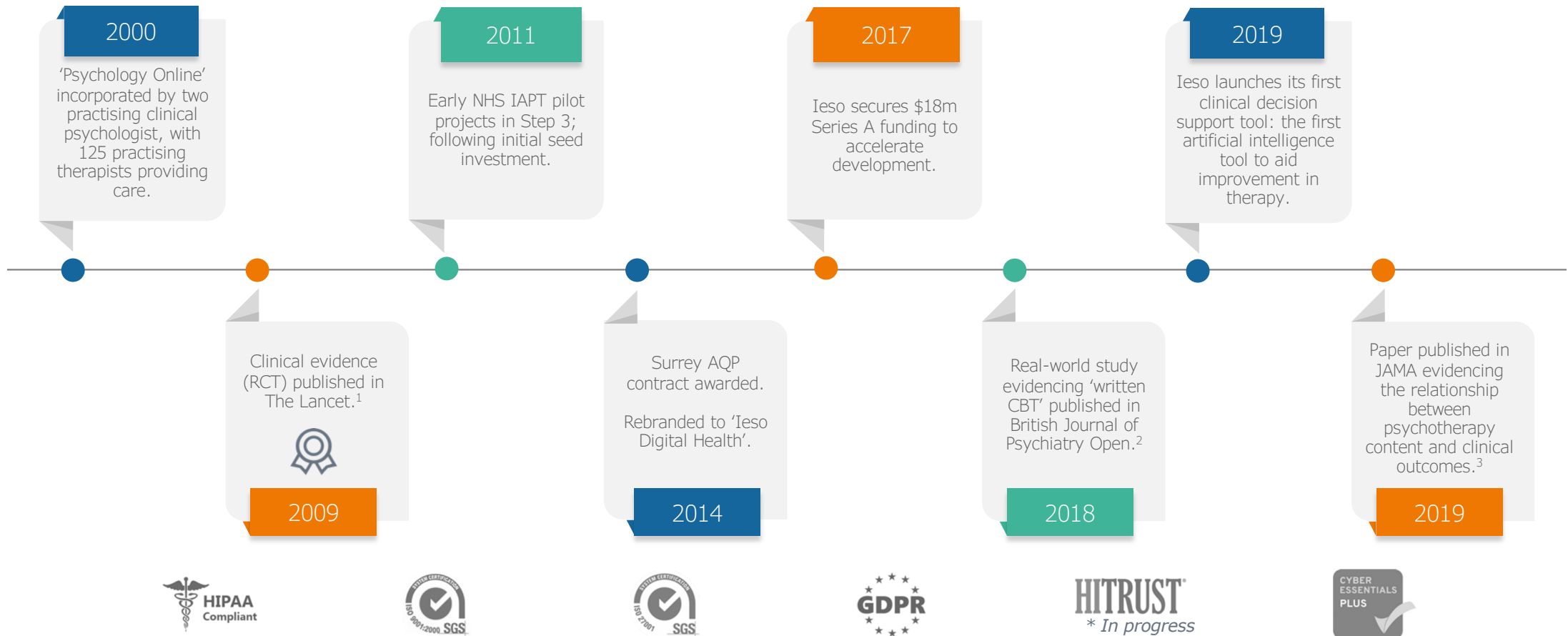
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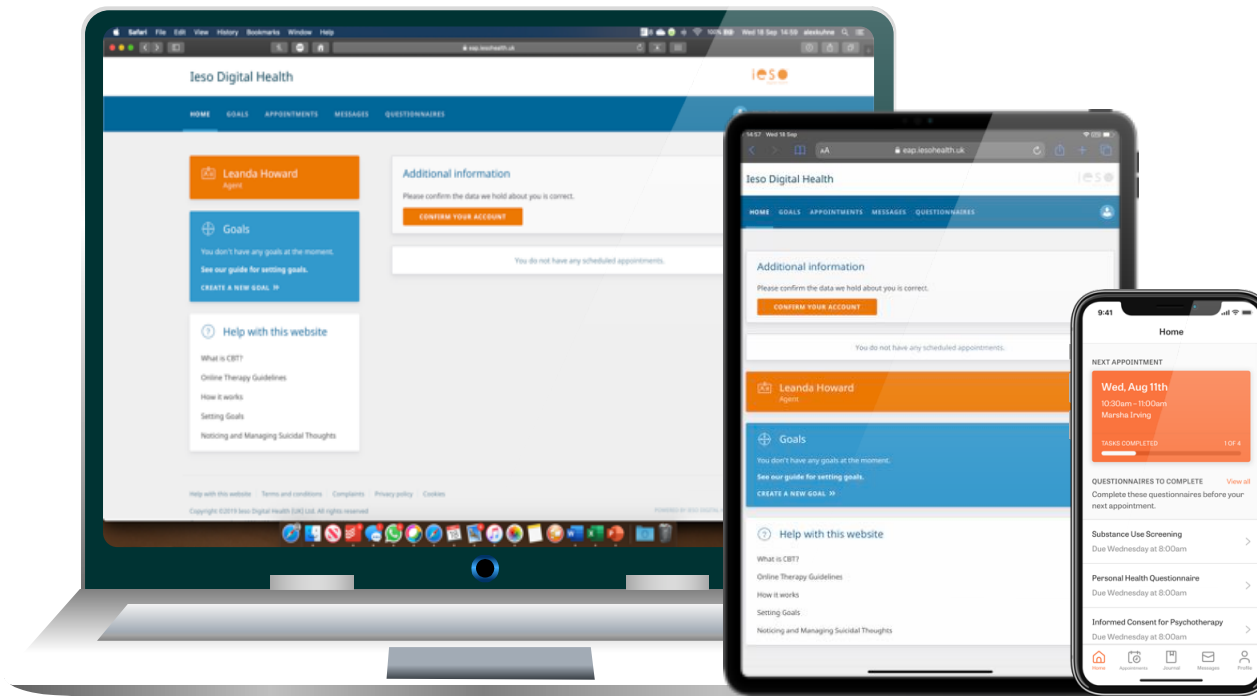
What is CBT?

Cognitive Behavioural Therapy is a talking therapy used to treat a range of common mental health problems. CBT works to help people manage unhelpful thoughts, feelings and behaviours. Patients learn how to feel better and live the life they that want to live.
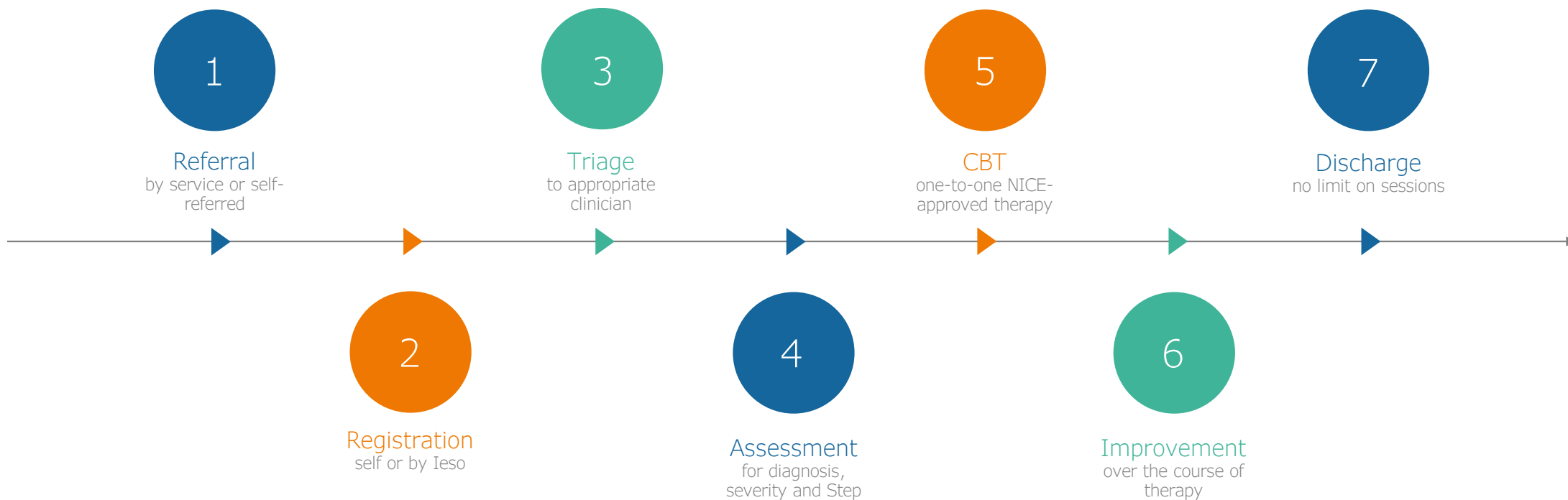
Built on a foundation of clinical excellence

2000

'Psychology Online' incorporated by two practising clinical psychologist, with 125 practising therapists providing care.

2011

Early NHS IAPT pilot projects in Step 3; following initial seed investment.

2017

Ieso secures $18m Series A funding to accelerate development.

2019

Ieso launches its first clinical decision support tool: the first artificial intelligence tool to aid improvement in therapy.

Clinical evidence (RCT) published in The Lancet.[1]

2009

Surrey AQP contract awarded.

Rebranded to 'Ieso Digital Health'.

2014

Real-world study evidencing 'written CBT' published in British Journal of Psychiatry Open.[2]

2018

Paper published in JAMA evidencing the relationship between psychotherapy content and clinical outcomes.[3]

2019

HIPAA Compliant

ISO 9001:2000 SGS

ISO 27001 SGS

GDPR

HITRUST
In progress

CYBER ESSENTIALS PLUS

[1] Kessler, D. et al. (2009) Therapist-delivered internet psychotherapy for depression in primary care: a randomised controlled trial, The Lancet. 374: 628-34
[2] Catarino, A., et al. (2018) Demographic and clinical predictors of response to internet-enabled cognitive–behavioural therapy for depression and anxiety. BJPsych Open, 4(5): 411-418
[3] E M. P. Ewbank et al (2019) Quantifying the relationship between psychotherapy content and clinical outcomes using deep learning, JAMA Psychiatry.

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The patient journey

One-to-one therapy with a dedicated clinician.

1
Referral
by service or self-referred

2
Registration
self or by Ieso

3
Triage
to appropriate clinician

4
Assessment
for diagnosis, severity and Step

5
CBT
one-to-one NICE-approved therapy

6
Improvement
over the course of therapy

7
Discharge
no limit on sessions

Trust in our experience

We work alongside traditional therapies. Offering a digital solution is about increasing access and patient choice.

Available in 70 CCG areas

Outcomes as good as face-to-face

52,294+ patients treated

261,164+ hours of therapy completed

65% of treatment out of normal office hours

640+ clinicians

78% of patients rate us 'good' or 'excellent'

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We strive for our patients to recover

We closely monitor outcomes to ensure patients receive the best care possible.

UK average face to face recovery rates
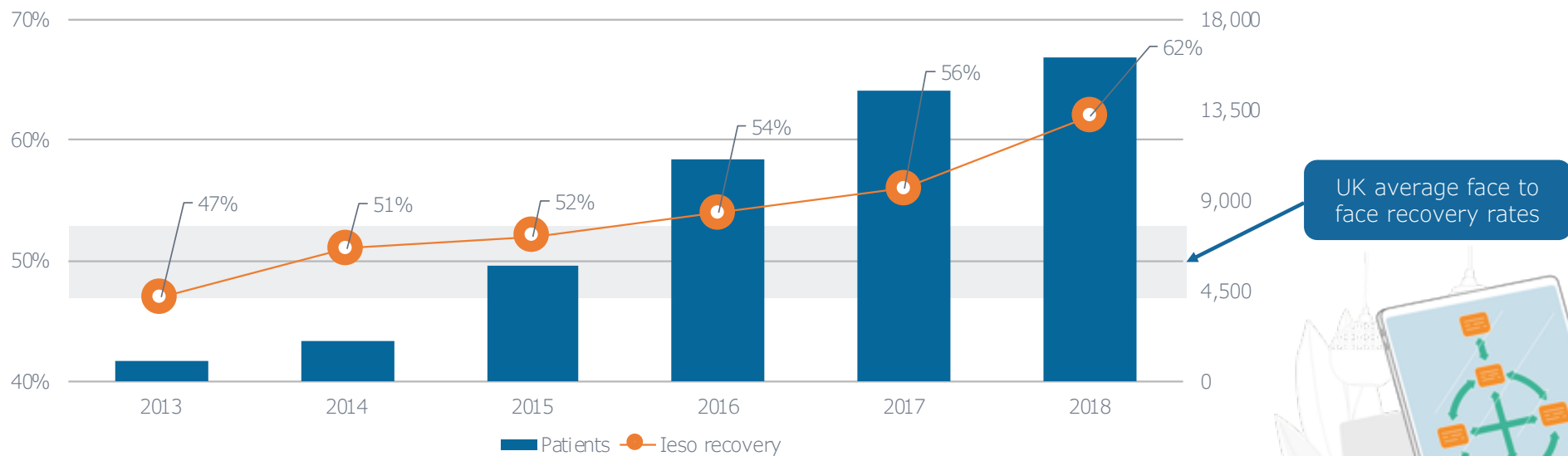
Our clinical team

A team of highly skilled senior clinicians lead our affiliates; they're there to ensure that every affiliate is delivering the best care to our patients.

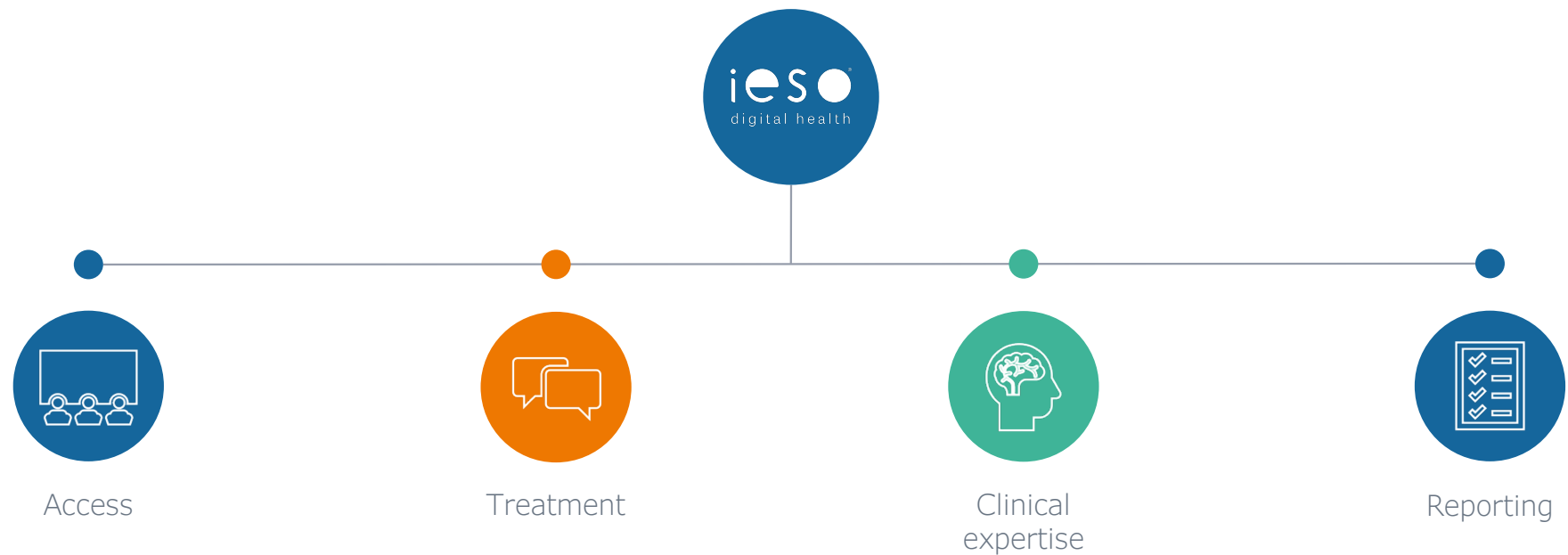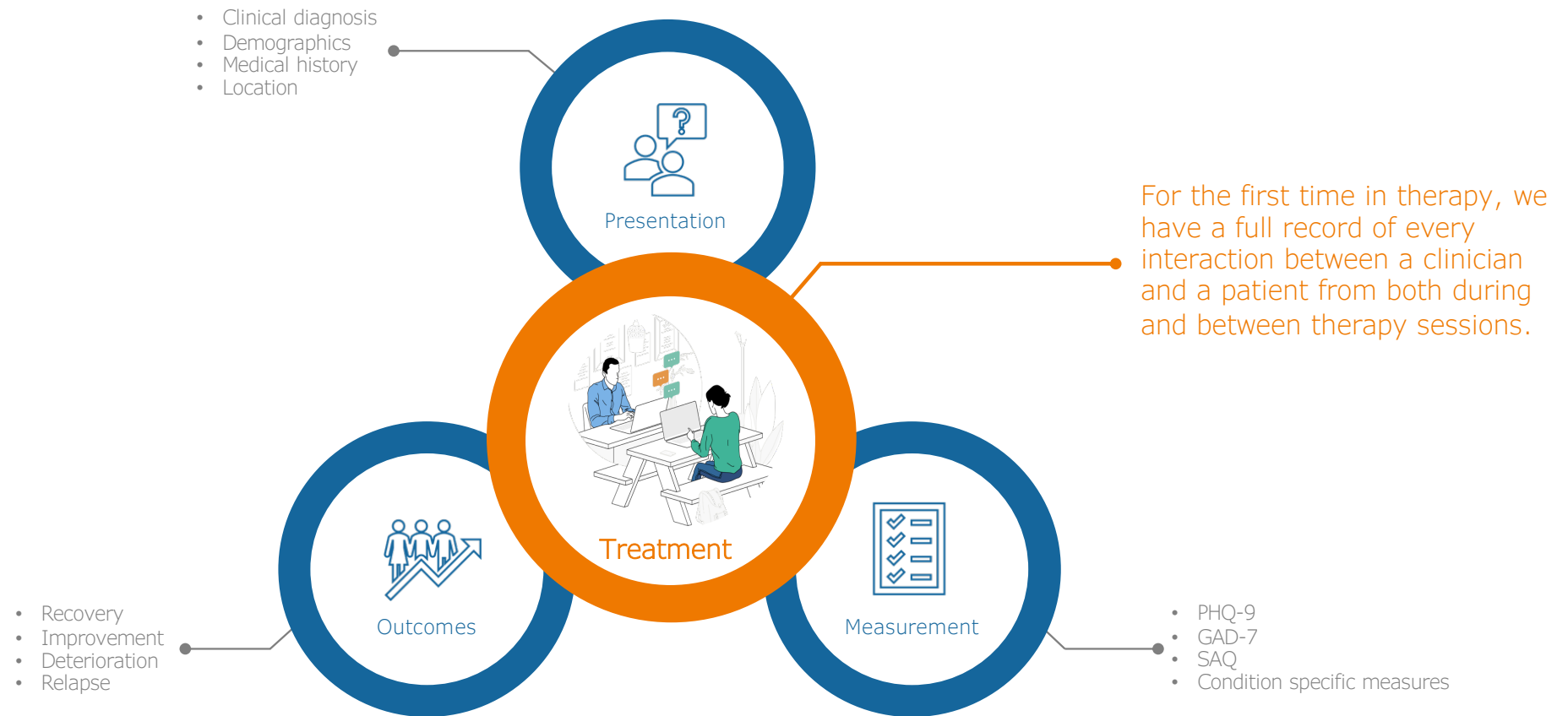| Chief Clinical Officer	Clinical Director	Clinical Lead	Clinical Operations Manager	Clinical Service Delivery Manager	Clinical Trainers	Clinical Supervisors
Overall responsibility for governance and quality of therapy delivered.	Strategic development of clinical service.	Quality of our affiliate clinician network and management of supervisors.	Improving clinical processes, implementing new services.	Build effective clinical partnerships plus quality of clinical performance.	Educational content to enhance quality of e-learning; training of partner clinicians.	Clinical support and development of Ieso therapists.

A fully managed service partner

Our service provision has been carefully developed to ensure a seamless and collaborative partnership.
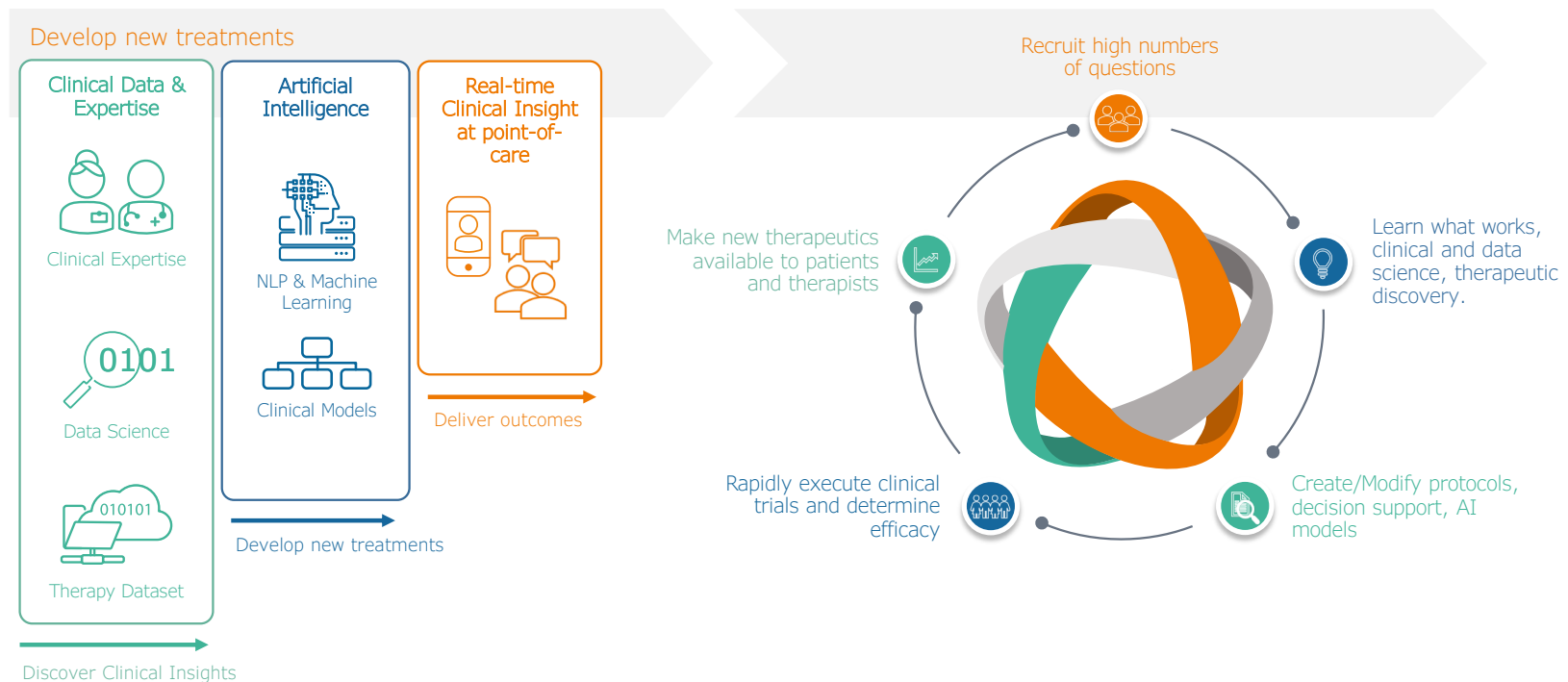
Access

Treatment

Clinical expertise

Reporting

We are building a unique data set

- Clinical diagnosis
- Demographics
- Medical history
- Location

Presentation

For the first time in therapy, we have a full record of every interaction between a clinician and a patient from both during and between therapy sessions.

Treatment

- Recovery
- Improvement
- Deterioration
- Relapse

Outcomes

Measurement

- PHQ-9
- GAD-7
- SAQ
- Condition specific measures

# We turn our clinical insights into outcomes

We strive to understand what good therapy looks like, discovering previously hidden clinical insights, to develop new methods that drive-up patient outcomes.

Develop new treatments

Clinical Data & Expertise

Clinical Expertise

0101

Data Science

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Therapy Dataset

Discover Clinical Insights

Artificial Intelligence

NLP & Machine Learning

Clinical Models

Develop new treatments

Real-time Clinical Insight at point-of-care

Deliver outcomes

Recruit high numbers of questions

Learn what works, clinical and data science, therapeutic discovery.

Create/Modify protocols, decision support, AI models

Rapidly execute clinical trials and determine efficacy

Make new therapeutics available to patients and therapists

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Evidence-based practise and on-going research

We published a paper in BJP Open in 2018 which looked at patients' engagement and response to treatment in correlation to patient variables.
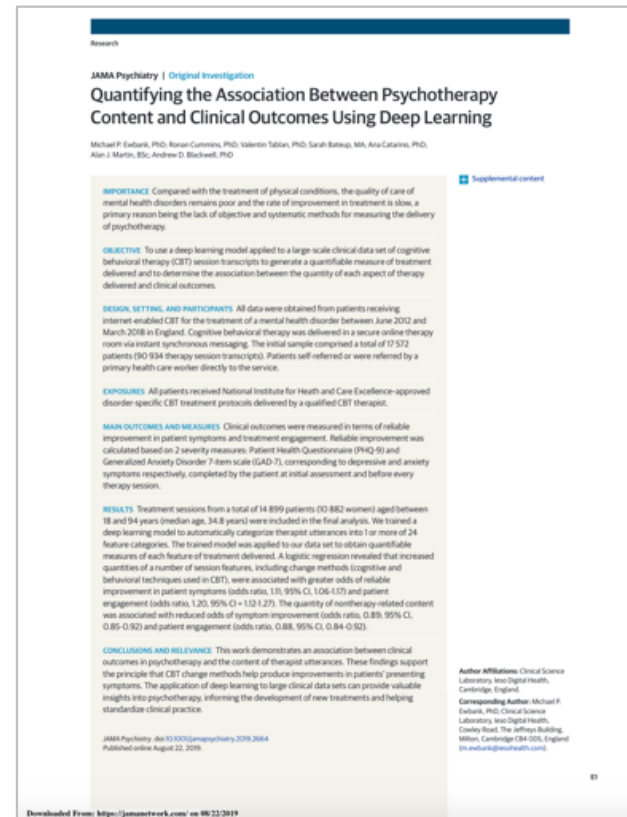
We published a paper in JAMA Psychiatry in 2019, which described how we analyse the contents of therapy sessions and correlate the different therapy items with patient outcomes.
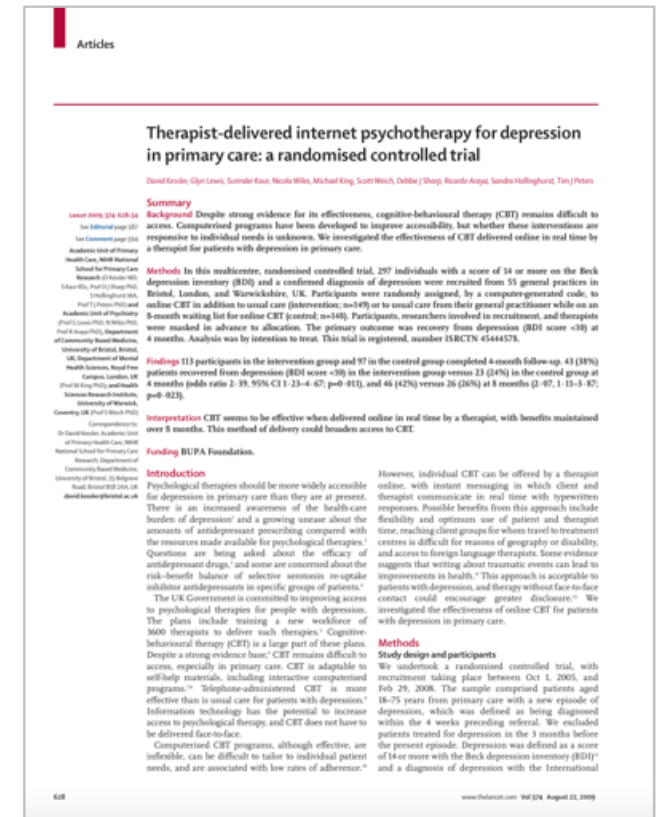
Bupa funded an RCT that was published in the Lancet demonstrating the efficacy and cost effectiveness of written method in clinical depression.

Security is at the heart of all we do

- Data Encryption
  - Data at rest – AES256
  - Data in motion - TLS 1.2

- Data Loss Protection
  - Active monitoring and prevention on a content, activity, and network level

- Key management
  - Microsoft Key vault
  - Keys are rotated every 90 days

- Identity Management
  - OpenID, oAuth, SAML
  - Role based authentication

- Logging & Auditing
  - Centralised aggregation of all logging across networks, devices, and production environments
  - Elastic Search advanced log management and integration

- Vulnerability Management & Monitoring
  - Darktrace vulnerability monitoring and alerting
  - Darktrace vulnerability intervention
  - Cloud Flare, vulnerability probing, Ddos, bots
  - Contrast – Static and dynamic code analysis
  - Quay.io - Container scanning and vulnerability analysis
  - Azure Security Advisor
  - Elastic Works Protector - Device vulnerability monitoring

- Penetration & Vulnerability Testing
  - 3rd Party office locations and production environments (quarterly)
  - Authenticated & Unauthenticated (bi-annually)

- External Audits
  - Reassessment & Certification (annually)
  - Clients audits (regularly)
  - Internal Audits (bi-annually)

- Network Security & Segmentation
  - 802.1X – authenticated access points
  - Production network inspection to Layer 7 (deep packet inspection)
  - Network segmentation at departmental level (isolation of PHI activities)
  - Geographic segmentation
  - Multiple / redundant Azure regions
  - Azure virtual networks and security groups

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Regulatory & Compliance

- **Current Regulatory Compliance and Certifications**
  - ISO27001 Certification (114 controls & externally audited & certified)
  - GDPR Compliance
  - Cyber Essentials Plus Certification

- **Upcoming Regulatory Compliance and Certifications**
  - MHRA Medical Device Registration / CE Mark

- **Internal Controls**
  - Quality Management System - Robust policies and procedures across the organization
  - Annual internal audits
  - 3rd Party Security Audits (NCC)
  - 3rd Party Penetration Tests (NCC)
  - 3rd Party Vulnerability Management & Monitoring
  - Data Loss Protection program
  - Customer Audit process, procedures, and management systems
  - Security by design principles

Clinical Risk Management

Clinical Risk Management

Clinicians adhere to Ieso risk policy:

- Assess risk comprehensively at first session and consider suitability for service.
- Manage and monitor risk at subsequent sessions via MDS, feedback and Risk Assessment tools.
- Clinicians have access to our Clinical Supervisory Team seven days a week to report any concern.
- Clinicians receive PHQ-9 Q9 alert.

Clinicians have access to local information such as crisis teams and helpline numbers. Crisis numbers are detailed on the patient log-in page of the website

Risk management with Local Service

Immediate high risk inc. Safeguarding Adults

- Clinicians call and message the patient.
- Ieso contacts emergency services.
- Ieso notifies Link Worker by the following working day at the latest.
- Ieso uploads details on to the PMS.
- GP letter sent.
- Where relevant, referral on to secondary and/or safeguarding team.

Non-immediate high risk

- Ieso uploads details on to the PMS, including rationale.
- GP letter sent and link workers notified.
- Where relevant, referral on to secondary and/or safeguarding team.

Safeguarding children

- Immediate - Ieso contact local Safeguarding.
- Ieso notifies the Link Worker.
- Ieso uploads details on to the PMS, including rationale.
- GP letter sent.

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Thank you.