

psychiatryUK

# Psychiatry UK

2026



# Market landscape

- **Care is shifting to neighbourhood models**

Integrated Neighbourhood Teams are becoming the way care is organised, with PCNs, GP Federations, Trusts and ICBs jointly responsible for managing demand across populations.

- **Neurodevelopmental demand is outpacing local capacity**

ADHD, ASD and wider ND demand continues to rise, creating long waits, pressure on primary care, and variable access across neighbourhoods.

- **Right to Choose remains a key access route**

GPs can refer to NHS-commissioned Right to Choose providers to support patients where local pathways are constrained, though referral routes and responsibilities are often unclear.

- **Psychiatry UK supports systems alongside neighbourhood delivery**

Scalable, NHS-commissioned ND, ASD and ADHD services that can complement local pathways and help neighbourhoods, GP Federations, Trusts and ICBs manage demand safely and consistently.

# Psychiatry UK at a glance...



Our mission is to be the UK's number one digital psychiatry service that supports the whole family throughout their lifecycle



## Pioneers of Tele-Psychiatry

Founded in 2012 by Consultant Psychiatrist Andrew Montgomery, **PUK were awarded one of the first 'right to choose' contracts with the NHS in 2019.** Nell Montgomery is CEO today.



## Unrivalled Clinical Capability

We are the only at scale, national Consultant led service – with a record number of over **400 GMC registered Consultants Psychiatrists and 200 specialist prescribers** working with us (increased by 80% since 2024)



## Primary Partner to The NHS

We deliver over **10,000 assessments per month**, across ADHD & Autism across all NHS integrated commissioning boards



## High Regulated Standards

We're regulated by the CQC. Our dedication to quality and safety sets us apart – inspected in January 2025 we are rated **Good in all areas with no actions for improvement.** We follow **NICE guidelines**



## High Levels of Patient Satisfaction

Every month, **96% of our patients rate us 'Good' or 'Very Good'** post assessment [sample 5,000, last 12 months]



## Artificial Intelligence Enabled

**We're digital and data driven**, providing patients and partners with highly accessible and seamless experiences. Intelligent AI assists our clinicians to improve the quality, safety and efficiency for patients.

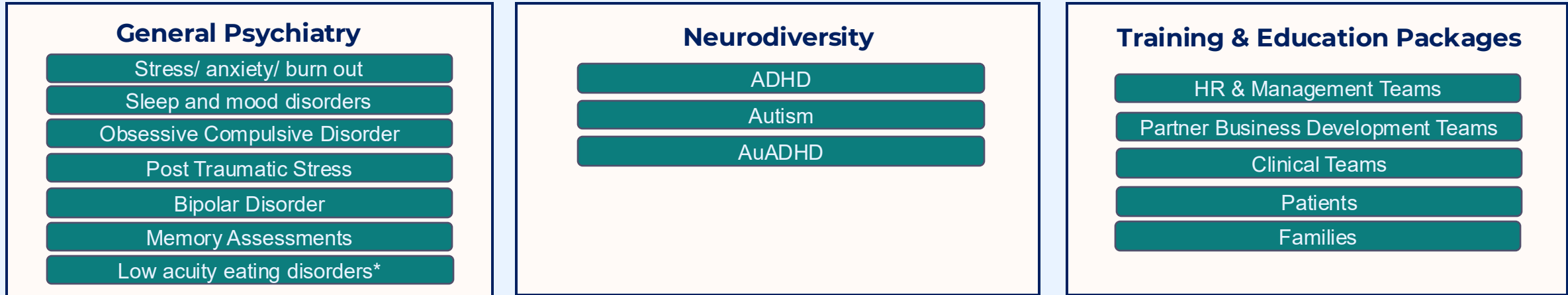


# A modular, adaptable and holistic Consultant-led psychiatry service. Supporting the whole family.

LIFE STAGE



CONDITIONS

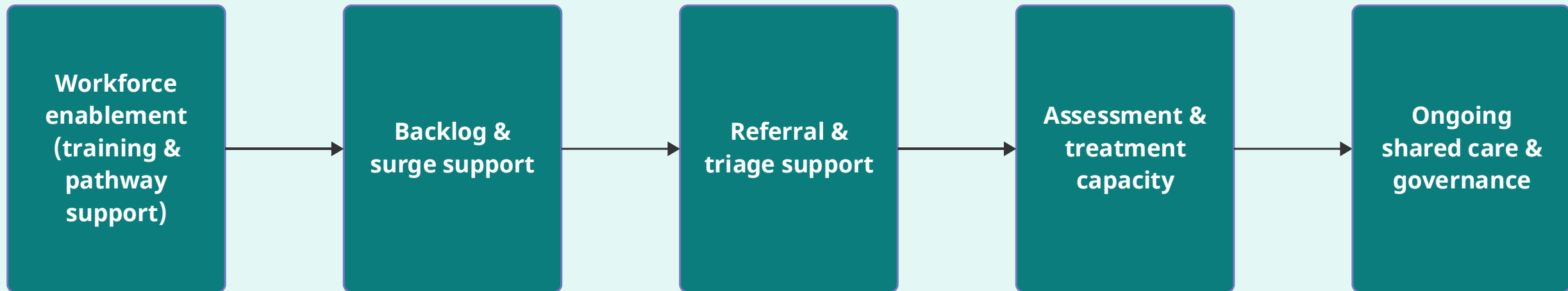


PATHWAYS





# PUK are here to Support Neighbourhoods





# Case study – NHS focused

## ICB Triage support

Psychiatry UK is working with a large ICB to develop a consultant-led ADHD and autism referral management and triage service. The model focuses on improving referral quality and consistency, supporting clinical decision-making, and reducing pressure on primary care while maintaining robust clinical governance.

## Rapid Waiting List Transfer

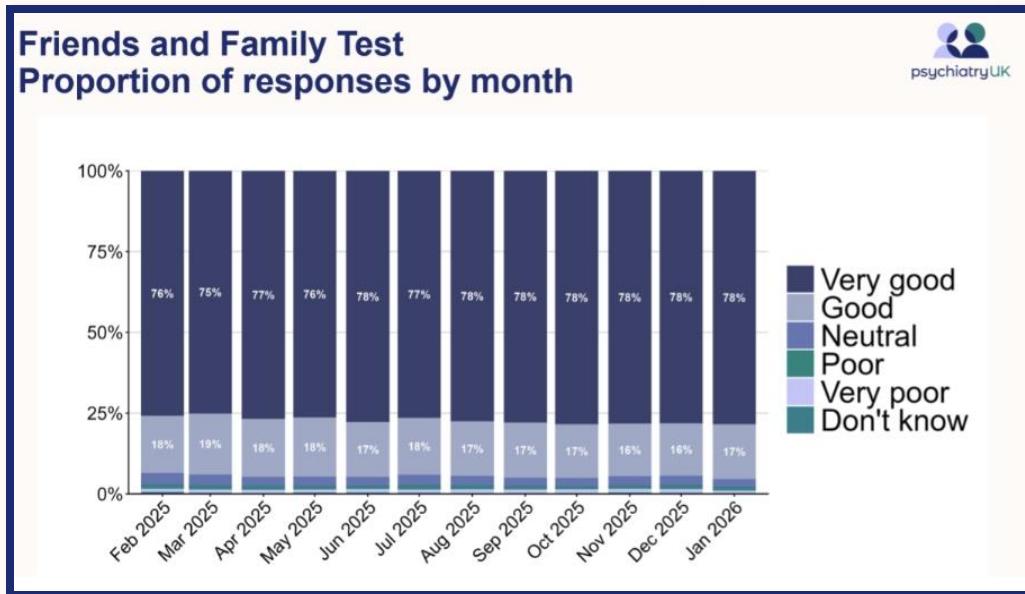
In 2024–25, Psychiatry-UK supported a city council Council following the sudden closure of their autism waiting list, transferring approximately 800 patients. This included both adults and 16–17-year-olds awaiting ASD assessments across the ICB. Despite significant data quality issues, we worked with GP practices to validate records and safely clear the backlog.

## Clinical Prioritisation for Complex Needs – Cystic Fibrosis

We supported a large NHS Foundation Trust by rapidly assessing 30 cystic fibrosis patients whose untreated ADHD was impacting physical health outcomes. Patients were clinically prioritised and initiated on ADHD treatment to enable continuation of specialist care. Following treatment, patients no longer required repeated antibiotic courses.

# Patient experience and feedback

Over the last 12 months, 96% of patients rated their experience as good or very good.



(average sample size of 5000 patients a month)



## Recent IWGC Reviews from NHS Patients



Written by a NHS patient

14th January 2026

As a patient who struggled to get help from my GP for years, the Psychiatry UK ADHD service was a massive help. My psychiatrist was professional and helpful. They did not rush, they took the time to differentiate between possible options, ensuring I was on the correct pathway.

There was plenty of time to get to the titration process, but the support during this period was beyond words.



Written by a NHS patient

12th August 2025

All positive, nothing negative. The wait time can seem long... But I waited 40+ years to find out who I really am. All worth it.



Written by a NHS patient

1st July 2025

All staff I spoke with at Psychiatry UK were kind and informative. They answered all my questions, making me feel safe and informed. Service was quick and high quality!

# Trustpilot scores

4.5 ★ 3.9K+ reviews  ★ Trustpilot

## Distribution of stars

5 star reviews 82% (474)



4 star reviews 5% (31)



3 star reviews 3% (16)



2 star reviews 3% (17)



1 star reviews 7% (38)



## Recent TrustPilot Reviews



24 Jul 2025

Can't recommend enough!

My experience with psychiatry UK has been really good from start to finish. I've been kept well informed and supported throughout each stage, making could have been a difficult journey incredibly smooth. During titration, my prescriber was quick to come back to me via the portal with any questions or concerns I had which was so reassuring. I'd recommend them to anyone considering a diagnosis or treatment!



9 Aug 2025

Life Changing

Can't fault them. Took 3 months to get seen and the medication has made such a huge difference to my professional and personal life. Would 100% recommend.



25 Jan 2026

Great experience my Dr was patient...

Great experience my Dr was patient understanding and so helpful I never felt uncomfortable or judged and I felt listened to for the 1st time in my life.

# Get in touch with our team



**Anna Matty**

Chief Commercial and  
Operating Officer



**Dr Jo Farrow**

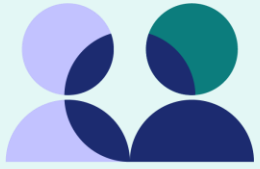
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# Thank you

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