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Paper presented within a Symposium at the British Association for Behavioural and Cognitive Psychotherapies Annual conference 2026

Dealing with complexity issues within the NHS Talking Therapies service: A qualitative study of experienced HI NHS Talking therapists' experiences Presenter: **Benignus Ndubuisi***, Buckinghamshire New University* Co-Authors: Mallika Sharma, *Buckinghamshire New University* Main topic/Research Objectives: The significance of complexity issues within the NHS Talking Therapies (formerly known as IAPT), has been highlighted in recent literature (Hepgul et al., 2016; Martin et al., 2022; Scott, 2018). However, a research gap regarding an in-depth understanding of complexity matters from the perspectives of experienced High Intensity (HI) NHS Talking Therapies (TT) clinicians has been identified. This study aimed to address this gap and benefit the NHS TT staff's knowledge, and further enhance service delivery for patients with complexity needs. It explored the meaning of complexity (Nicolaus et al., 2022; Plsek & Greenhalgh, 2001) and how complexity cases are supported within the NHS TT provision. **Methods/Methodology**: A qualitative analysis was done following the data collection via semi-structured interviews of five HI NHS TT therapists, who had the experience of minimum five years of working within the NHS TT services. Specifically, data were analysed utilising deductive and inductive thematic analysis strategies (Braun & Clarke, 2006). **Results:** The findings suggested that all participants understood complexity from a biopsychosocial perspective. The results suggested some evidence of complexity needs and issues within the NHS TT services, especially post-Covid. It seems like complexity might be impacting the support for the patients, clinicians, and the NHS TT services. **Discussion and Conclusion**: The clientele of the NHS TT current patient group has become more complex when compared to its original plan (Zavlis, 2023). The psychological therapies and training within the NHS TT services still reflect its original design. Findings from this research suggest that perhaps an alternative mode of treatment delivery could be considered by the NHS TT services to meet the increased complexity needs of its existing patient group (Margn et al., 2022). This paper proposed the importance of reviewing the existing NHS TT care delivery system.