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Contract

## **Patient Advice and Support Service for NHS Scotland**

NSS National Procurement

F20: Modification notice

Notice identifier: 2026/S 000-011256

Procurement identifier (OCID): ocds-h6vhtk-0319e7

Published 9 February 2026, 10:11am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

NSS National Procurement

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

#### **Contact**

Graham Stewart

#### **Email**

[graham.stewart3@nhs.scot](mailto:graham.stewart3@nhs.scot)

#### **Telephone**

+44 07855137179

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11883](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883)

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Patient Advice and Support Service for NHS Scotland

Reference number

NP79823

**II.1.2) Main CPV code**

- 85312310 - Guidance services

**II.1.3) Type of contract**

Services

**II.2) Description**

**II.2.2) Additional CPV code(s)**

- 85312310 - Guidance services

**II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

Main site or place of performance

All entities constituted pursuant to the National Health Service (Scotland) Act 1978.

#### **II.2.4) Description of the procurement at the time of conclusion of the contract:**

The Patient Advice and Support Service is an independent service which provides free, accessible and confidential information, advice and support to patients and members of the public regarding NHSScotland healthcare. The contractor will provide and/or co-ordinate a consistent service to patients and other members of the public where those affected wish to give feedback or comments or raise concerns or complaints about NHS services in Scotland.

#### **II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

1 December 2025

End date

31 May 2026

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2022/S 000-010886](#)

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## **Section V. Award of contract/concession**

### **Contract No**

NP79823

### **Title**

Patient Advice and Support Service for NHS Scotland

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

12 December 2022

#### **V.2.2) Information about tenders**

The contract/concession has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor/concessionaire**

Citizens Advice Scotland

Spectrum House, 2 Powderhall Rd

Edinburgh

EH7 4GB

Telephone

+44 1315501000

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor/concessionaire is an SME

Yes

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £4,319,192

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**Section VI. Complementary information**

**VI.3) Additional information**

Updated total contract value before the modifications

Value excluding VAT: 4,319,192 GBP

Total contract value after the modifications

Value excluding VAT: 4,374,628 GBP

(SC Ref:822023)

**VI.4) Procedures for review**

**VI.4.1) Review body**

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Email

[edinburgh@scotcourts.gov.uk](mailto:edinburgh@scotcourts.gov.uk)

Telephone

+44 1312252525

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts:

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 85312310 - Guidance services

#### **VII.1.3) Place of performance**

NUTS code

- UKM - Scotland

Main site or place of performance

All entities constituted pursuant to the National Health Service (Scotland) Act 1978.

#### **VII.1.4) Description of the procurement:**

The Patient Advice and Support Service is an independent service which provides free,

accessible and confidential information, advice and support to patients and members of the public regarding NHSScotland healthcare. The contractor will provide and/or coordinate a consistent service to patients and other members of the public where those affected wish to give feedback or comments or raise concerns or complaints about NHS services in Scotland

**Additional Services** - The additional services being requested for the current contractor to provide support for the Eljamel Independent Clinical Review (ICR), supporting former patients to complete applicant statements. This will be through online, phone, and in-person support to assist participant complete statements. The support offered to applicants will be over a 6-month period.

**VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

1 December 2025

End date

31 May 2026

**VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£55,436

**VII.1.7) Name and address of the contractor/concessionaire**

Citizens Advice Scotland

1 Spectrum House

Edinburgh

eh7 4gb

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor/concessionaire is an SME

No

**VII.2) Information about modifications**

**VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

This Contract Modification Notice will be published to account for additional services completed between Dec 2025 and May 2026, ensuring compliance with the Public Contracts (Scotland) Regulations 2015. Note that the additional value of this retrospective award does not exceed 50% of the originally published contract value

### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Need for additional works, services or supplies by the original contractor.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Additional work was completed by original contractor

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £4,319,192

Total contract value after the modifications

Value excluding VAT: £4,374,628