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Planning

## **External Facilitation and Engagement Services for Primary Care Transformation**

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-013471

Procurement identifier (OCID): ocds-h6vhtk-06540e

Published 13 February 2026, 2:16pm

### **Scope**

### **Description**

Primary Care services within Hywel Dda University Health Board (HDUHB) are delivered through a network of GP surgeries, community pharmacies, dental practices, optometrists, and community teams. These services are organised into seven Primary Care Clusters, bringing together a wide range of professionals to meet the needs of local communities.

The overarching aim of Primary Care within HDUHB is to provide accessible, coordinated care that supports people to stay well, manage long-term conditions, and access the right care at the right time. Primary Care teams work closely with social care, voluntary sector organisations, and other partners to deliver services that are responsive to local needs and focused on improving health outcomes.

HDUHB is currently at a key stage in its strategic development. This follows a comprehensive programme of stakeholder engagement, a review of national and international best practice, and an assessment of current challenges facing Primary Care and Community Services.

Following a mid-point review of this programme, it has been identified that engaging external facilitation and engagement services would add significant value. An external provider would offer an impartial perspective, support improvements in organisational culture and partnership working, and augment internal capacity to lead the conversations required to deliver meaningful and timely transformational change.

### Purpose of the Pre-Engagement

As part of the development of the specification for this service, HDUHB wishes to engage with potential providers to:

- Provide context and background to the proposed service
- Test and refine the proposed service model and scope
- Inform the future tender documentation and procurement approach

This pre-engagement is not a call for competition but an opportunity for interested and suitably experienced providers to help shape the future service.

### Scope of Requirement (Indicative)

The external facilitation service is expected to support engagement, improve the culture and partnership working between the Health Board and its Primary Care service providers – both internal and external -that will support the development of actionable, cluster-based strategic plans.

### Target Audience for Engagement

- HDUHB operational teams
- Primary Care contractors
- HDUHB senior leadership team
- Previously engaged stakeholders (as appropriate)

### Expected Outcomes

The service is expected to deliver:

- Improved culture and working practices across Primary Care contractors, Community Services, and Secondary Care

- A robust Governance Plan supporting delivery of the Cluster-based Action Plans, including:

- Partnership and organisational structures
- Financial delegation arrangements
- Alignment with existing Health Board governance and structures

HDUHB welcomes expressions of interest from organisations with relevant expertise, skills, and experience in external facilitation, organisational development, partnership working, and health system transformation.

### **Total value (estimated)**

- £120,190 excluding VAT
- £144,228 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 September 2026 to 31 March 2027
- 7 months

### **Main procurement category**

Services

### **CPV classifications**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

## **Contract locations**

- UKL14 - South West Wales

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## **Engagement**

### **Engagement deadline**

4 March 2026

### **Engagement process description**

As part of our pre-procurement planning, we are seeking expressions of interest from potential providers who may wish to deliver this service. Interested organisations are invited to contact us for further information.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

20 April 2026

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## Contracting authority

### **NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)**

- Public Procurement Organisation Number: PXWV-6492-CGMN

4-5 Charnwood Court,

Cardiff

CF14 3UZ

United Kingdom

Contact name: Gemma Deverill

Email: [gemma.deverill@wales.nhs.uk](mailto:gemma.deverill@wales.nhs.uk)

Website: <http://nwssp.nhs.wales/ourservices/procurement-services/>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales