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Planning

Dorset Integrated Urgent Care Service (DIUCS)

NHS DORSET INTEGRATED CARE BOARD

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

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Scope

Description

NHS England mandated that every ICB have an Integrated Urgent Care Service and issued the 'Integrated Urgent Care Service Specification' in August in 2017. An updated service specification is due to be released in 2025.

The market has seen significant change over the past decade driven by COVID-19, digital advances and greater patient choice. The NHS Long Term Plan outlined NHS 111 maintaining its place as the 'first line of defence' for the Urgent and Emergency Care (UEC) system.

The core vision for the revised service is to build on the success of Dorset Integrated Urgent Care Service (DIUCS) in simplifying access for patients, meeting their needs and increasing the confidence that the public have in the service. Taking into consideration changes Nationally, including the introduction of guidance to develop a Care Coordination Hub, which could be the foundations of a revised specification due for release by NHS England.

DIUCS provides a service to all 810,000 people registered with a Dorset GP Practice. The current service receives on average 30,738 calls a month and provides both call handler capability and a Clinical Assessment Service. Our longer-term aim for this service is to align to Integrated Neighbourhoods Teams and strengthening the urgent care offer to reduce unplanned attendance to our Acute front doors.

The focus of our service specification is outcome based with key concentration on:

- Equity of access
- Interoperability across our Urgent Care pathway
- Digital opportunities for consult and complete models

NHS Commissioning Standards, local emergency and urgent care strategies will continue to evolve over the life of the contract to improve efficiency and integration across the Service User journey pathway. Given this continual change it is anticipated that there will be service changes to ensure that the service remains compliant with NHS Commissioning Standards and local emergency and urgent care strategies.

The commencement of new contract must be aligned to 1st April 2026.

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 85100000 - Health services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Engagement

Engagement deadline

15 May 2025

Engagement process description

This is a Preliminary Market Engagement event only and is not a call for competition.

This Preliminary Market Engagement event seeks information for the potential procurement of a Supplier to provide an Integrated Urgent Care Service for Dorset which is likely to include:

- 111 Call Handling
- Clinical Care Co-ordination (including Clinical Assessment Service and Single Point of

Access)

- General Practice Out of Hours (including prison OOHs)
- Night Nursing

The purpose of this Preliminary Market Engagement is to:

- Help define the requirement
- Help provide a better understanding of the feasibility of the requirement
- Understand the digital advances in this market
- Understand the best approach
- Understand the capacity of the market to deliver in proposed timeframes and the possible risks involved
- Views of the current market
- Provide the market with an opportunity to ask questions, raise queries and any issues to be addressed at an early stage

NHS Dorset ICB shall maintain commercial confidentiality of information received during the Preliminary Market Engagement.

About NHS Dorset

NHS Dorset is the commissioning organisation for the whole county of Dorset and undertakes the statutory responsibilities for clinical commissioning and is responsible for planning to meet the healthcare needs of people and communities in Dorset.

NHS Dorset vision is to make Dorset the healthiest place to live. By working together, NHS Dorset aims to achieve the best possible improvements in health and wellbeing for the Dorset population.

NHS Dorset would welcome responses from organisations who may be interested in attending the Preliminary Market Engagement Event. The agenda and supporting information will be available to all suppliers including suppliers who are unable to attend the Preliminary Market Engagement Event upon request by completing a form (link below), if you have any issues accessing this then please email ucteam@nhsdorset.nhs.uk.

Form link:

<https://forms.office.com/pages/responsepage.aspx?id=bHxMTLWhm0CvRpWSpbNyNKq2p5rjGS9JiNe-OICLWrJUQjhYWDawN1IMU1BRRDJLUIBG0EU3UEtXWS4u&route=shorturl>

This contract award will be under the Provider Selection Regime.

Contracting authority

NHS DORSET INTEGRATED CARE BOARD

- NHS Organisation Data Service: QVV
- Public Procurement Organisation Number: PGWM-4538-ZGJR

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Region: UKK25 - Dorset

Organisation type: Public authority - central government