

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030558-2024>

Contract

## **Virtual Ward GP Support Service**

East Sussex Healthcare NHS Trust

F03: Contract award notice

Notice identifier: 2024/S 000-030558

Procurement identifier (OCID): ocids-h6vhtk-049d84

Published 25 September 2024, 10:01am

### **Section I: Contracting authority**

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

East Sussex Healthcare NHS Trust

729 The Ridge

St Leonards on Sea

TN37 7PT

#### **Contact**

Angela Alletson

#### **Email**

[esht.procurement@nhs.net](mailto:esht.procurement@nhs.net)

#### **Telephone**

+44 3001314511

#### **Country**

United Kingdom

**Region code**

UKJ2 - Surrey, East and West Sussex

**Internet address(es)**

Main address

<https://www.esht.nhs.uk/>

Buyer's address

<https://www.esht.nhs.uk/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

---

**Section II: Object**

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

**II.1.1) Title**

Virtual Ward GP Support Service

Reference number

ES/24/1268

**II.1.2) Main CPV code**

- 85121100 - General-practitioner services

**II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

A seven day per week service supporting the Trust Virtual Ward consisting of:

- Daily attendance and patient review at a VW virtual 'board round' to discuss patients – as appropriate
- Medical decision making & prescribing as required for VW patients
- Escalation to ESHT Consultants from relevant specialties to support the VW team
- Medical advice – available during working hours – for the Virtual Ward team
- Occasional home visiting (rarely required) if it is clearly beneficial and will
- Support the Virtual Ward team in communication and working with carers and relatives
- Support the Trust in the development of Virtual Ward pathways, VW awareness, and efficacy of access/referral/discharge processes

The GPs supporting the service are required to be able to offer face to face reviews occasionally and attend in person some development or service meetings, in a timely fashion and at short notice – i.e. need to be working within East Sussex, able and willing to travel.

The GPs also need to be experienced in general, skilled in supporting acute illness and in particular for patients with Frailty.

The GP service must include GPs experienced in supporting virtual wards (to help with their own supervision and development).

The GPs supporting also need to be familiar with local systems and processes (e.g. HSCC, JCR, UCR, PSL etc arrangements). GPs in the service need to be able to maintain good relations with ESHT Consultants (where relevant) and other primary care colleagues in East Sussex.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £900,000

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKJ2 - Surrey, East and West Sussex

#### **II.2.4) Description of the procurement**

A seven day per week service supporting the Trust Virtual Ward consisting of:

- Daily attendance and patient review at a VW virtual 'board round' to discuss patients –

as appropriate

- Medical decision making & prescribing as required for VW patients
- Escalation to ESHT Consultants from relevant specialties to support the VW team
- Medical advice – available during working hours – for the Virtual Ward team
- Occasional home visiting (rarely required) if it is clearly beneficial and will
- Support the Virtual Ward team in communication and working with carers and relatives
- Support the Trust in the development of Virtual Ward pathways, VW awareness, and efficacy of access/referral/discharge processes

The GPs supporting the service are required to be able to offer face to face reviews occasionally and attend in person some development or service meetings, in a timely fashion and at short notice – i.e. need to be working within East Sussex, able and willing to travel.

The GPs also need to be experienced in general, skilled in supporting acute illness and in particular for patients with Frailty.

The GP service must include GPs experienced in supporting virtual wards (to help with their own supervision and development).

The GPs supporting also need to be familiar with local systems and processes (e.g. HSCC, JCR, UCR, PSL etc arrangements). GPs in the service need to be able to maintain good relations with ESHT Consultants (where relevant) and other primary care colleagues in East Sussex.

#### **II.2.5) Award criteria**

Quality criterion - Name: SOCIAL VALUE / Weighting: 20

Quality criterion - Name: QUALITY & INNOVATION / Weighting: 20

Quality criterion - Name: VALUE / Weighting: 20

Quality criterion - Name: INTEGRATION & COLLABORATION / Weighting: 20

Cost criterion - Name: PRICE / Weighting: 20

#### **II.2.11) Information about options**

Options: No

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

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

---

## **Section IV. Procedure**

## **IV.1) Description**

### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. Decision makers: Simon Dowse – Director of Transformation, Strategy & Improvement. Abigail Turner – DDO, CHIC Division.

The basic selection criteria and the key criteria were assessed by reflecting on the evidence provided by SDHC Ltd. SDHC Ltd have successfully delivered a pilot over 12 months, where the provider met all the specified criteria. The quality of the provision to date exceeds expectations and is critical to service quality overall. The service provider has directly supported innovation of the service, pathways, promotion or the service within ESHT and wider GP community. They are also working with us on innovating training for VW medical support.

The VW service and GP service provider have a well embedded and positive working relationship. The arrangement offers an exemplar for integrated acute, community and primary care working and collaboration – to deliver a service that offers better outcomes for patients and use of health and care resources

The GP service continues to offer significant value vs recruiting our own GPs, using our own consultant resource or using 'agency'.

The service recruits manage and provides GPs through the Federation. Lessons and challenges from the ESHT approach to recruiting in-house GPs for our UTC model indicate that this approach, working with the Federation, is more sustainable, more resilient and more cost-effective. (We are exploring options to use this model for other services)

The GP service provided is critical to delivery of the VW – which represents an increase in patient choice.

### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

---

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

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

2 September 2024

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

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

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

South Downs Health and Care Ltd

12 Brodrick Close Hampden Park

Eastbourne

BN22 9NQ

Email

[sdhc.feedback@nhs.net](mailto:sdhc.feedback@nhs.net)

Telephone

+44 7936917642

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

National registration number

10075871

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £300,000

Lowest offer: £900,000 / Highest offer: £900,000 taken into consideration

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

Contract Start Date 01/10/2024

Contract End Date 30/09/2027

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

East Sussex Healthcare NHS Trust

Eastbourne District General Hospital

Eastbourne

bn21 2ud

Country

United Kingdom

Internet address

<https://www.esht.nhs.uk/>