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Contract

Integrated Urgent Care - UCCH CAS modification

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

F20: Modification notice

Notice identifier: 2025/S 000-035103

Procurement identifier (OCID): ocds-h6vhtk-05537a

Published 25 June 2025, 2:25pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

Endeavour House, Russell Road

Ipswich

IP12BX

Email

jane.garnett@snee.nhs.uk

Country

United Kingdom

Region code

UKH14 - Suffolk

NHS Organisation Data Service

QJG

Internet address(es)

Main address

<https://suffolkandnortheastsex.icb.nhs.uk/>

Buyer's address

<https://in-tendhost.co.uk/snee-icb/asp/Home>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Integrated Urgent Care - UCCH CAS modification

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk
- UKH34 - Essex Haven Gateway

Main site or place of performance

Suffolk and North East Essex locality

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

The Unscheduled Care Coordination Hub (UCCH) is a system-wide capability that plays a key role in delivering the vision of SNEE's emergency and urgent care community -

'People receive the right care, in the right place, first time, every time.' The UCCH's primary purpose is to improve the timeliness of care and support to C3 - C5 patients who have contacted EEAST for urgent care (either via 999 and 111). By doing so patient will receive care from the most appropriate teams in a timely way and avoid A&E attendance and unnecessary admission.

The aim of the Conveyance Avoidance Hotline (CAH) service is to safely reduce the number of patients taken to hospital in an ambulance across Suffolk and North East Essex by providing on-scene ambulance crews a direct pathway to access a GP or Advanced Nurse Practitioner by telephone for clinical advice.

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

Duration in months

12

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2099/S 001-999999](#)

Section V. Award of contract/concession

Contract No

Integrated Urgent Care

V.2) Award of contract/concession

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

6 March 2024

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

Practice Plus Group Urgent Care Limited

Reading

RG7 4SA

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

Companies House

05232967

The contractor/concessionaire is an SME

No

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: £1,022,250

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) contract modification notice, under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. This contract has now been formally modified.

Decision-makers: Financial Recovery and Sustainability Group 6th March 2024

No conflicts of interest, or potential conflicts of interest, were declared by any decision makers.

VI.4) Procedures for review

VI.4.1) Review body

NHS Suffolk and North East Essex Integrated Care Board

Endeavour House

Ipswich

IP1 2BX

Email

procurement@snee.nhs.uk

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85100000 - Health services

VII.1.3) Place of performance

NUTS code

- UKH14 - Suffolk
- UKH34 - Essex Haven Gateway

Main site or place of performance

Suffolk and north east Essex locality

VII.1.4) Description of the procurement:

The aim of the Conveyance Avoidance Hotline (CAH) service is to safely reduce the number of patients taken to hospital in an ambulance across Suffolk and North East Essex by providing on-scene ambulance crews a direct pathway to access a GP or Advanced Nurse Practitioner by telephone for clinical advice.

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

Duration in months

12

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

Total value of the contract/lot/concession:

£1,022,250

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

PRACTICE PLUS GROUP URGENT CARE LIMITED

Hawker House 5-6 Napier Court Napier Road

Reading

RG1 8BW

Country

United Kingdom

NUTS code

- UKJ11 - Berkshire

Companies House

05232967

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):

UCCH:

The Unscheduled Care Co-ordination Hub (UCCH) (inc. the Conveyance Avoidance Helpline) received £990k non-recurrent funding from SNEE ICB, EEAST and NHSE in 2023/24. The Conveyance Avoidance Helpline (CAH) has been operational since April '20, with year to year, nonrecurrent funding. In 23/24 this cost £725k, which is significantly less than 22/23 which was £1.1m. The UCCH is a system-wide capability that plays a key role in delivering the vision of SNEE's emergency and urgent care community - 'People receive the right care, in the right place, first time, every time.' The UCCH's primary purpose is to improve the timeliness of care and support to C3 - C5 patients who have contacted EEAST for urgent care (either via 999 and 111). By doing so patient will receive care from the most appropriate teams in a timely way and avoid A&E attendance and unnecessary admission Since Jan '24, the UCCH has operated 12 hrs a day (0800-2000hrs), 7 days a week and is physically based at the ICB's Aspen House office in Colchester adjacent to the System Operation Centre. The UCCH will be available 12 hours a day, 7 days a week year-round.

CAH:

The aim of the service is to safely reduce the number of patients taken to hospital in an ambulance across Suffolk and North East Essex by providing on-scene ambulance crews a direct pathway to access a GP or Advanced Nurse Practitioner by telephone for clinical advice. PPG provides the service to SNEE ICB 24 hours a day, 7 days a week, with an additional 10.5 hours a day provided by SGPF on weekends. Crews on scene have 1 telephone number, which is redirected to the appropriate and available service. The line shall be staffed by a local GP/ANP with access to an enhanced summary care records or full patients notes. The service will be able to: 1) Write electronic prescriptions 2) Give

clinical advice 3) Make onward referrals if identified to pharmacies, GPs and other services identified locally or on the DoS as appropriate. 4) Book appointments for patients in GP+ (once live). The priority of this service is to reduce pressure on the local Emergency Departments within Suffolk; however, the Service is encouraged to work with ESNEFT and WSFT to ensure that pathways to other services such as SDECs are also advised to crews where needed. Variation agreement template (full length or shorter-form Contract) for updating contracts in-year where there is capacity within the service, the service shall support ambulance control rooms with reviewing C3/C4 cases clinically identified as being applicable for primary care services. These cases shall be passed through by the ambulance control room and shall be treated in line with a procedure agreed between EEAST and SGPF

This variation reflects a non-recurrent investment of £1,022,250 into the services listed above, running from 1 April 2024 to 31 March 2025

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:

This modification will enable sustained delivery against national and local UEC commitments and provide enhanced support to mental health patients enabling us to improve our response aligned to increased demand. The UCCH delivers capability aligned to one of the 10 high impact initiatives that is advocated in the NHS UEC Recovery Plan. In addition, it has the potential to evolve and become the system's Single Point of Access (SPOA) if plans are developed in 24/25 and commensurate resource secured.

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: £101,000,000

Total contract value after the modifications

Value excluding VAT: £102,000,000