

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/035141-2025>

Not applicable

Community Urgent Eye Services to Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-035141

Procurement identifier (OCID): ocids-h6vhtk-044419

Published 25 June 2025, 3:12pm

Section I: Contracting authority/entity

I.1) Name and addresses

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Jenner House - Unit E3, Langley Park,

Chippenham

SN15 1GG

Contact

Donna Harrington

Email

donnaharrington@nhs.net

Country

United Kingdom

Region code

UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

NHS Organisation Data Service

92G

Internet address(es)

Main address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Community Urgent Eye Services to Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board

Reference number

C234088 / WA14518

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Bath and North East Somerset, Swindon and Wiltshire ("BSW") Integrated Care Board ("the ICB") seeks to secure a provider who has the capacity and capability to deliver community eye care services for patients registered with a GP within the BSW footprint and in line with specified requirements. It is expected that the services will work collaboratively and have a harmonious and efficient relationship to provide a safe and co-ordinated eyecare pathway.

The ICB seeks to work with providers who are committed to innovation and creativity in delivering good health outcomes.

The scope of this tender covers 3 lots:

Lot 1: Optometry Triage Referral Service

Lot 2: Community Urgent Eyecare Triage Service

Lot 3: Community Urgent Eyecare Clinical Management Service

Lot 1: Optometry Triage Referral Service

Working with the Referral Service, the Optometry Triage Referral Service will provide registered optometrists with relevant experience to enable the efficient assessment and triage of ophthalmological referrals to secondary care.

Lot 2: Community Urgent Eyecare Triage Service

The Triage Service will ensure people who have eye-related signs and/or symptoms that are perceived by those presenting to need prompt assistance with their concern.

Via a single point of access the Triage service will provide remote/telephone triage directing patients with signs and symptoms of recent onset urgent ocular presentations to a telemedicine consultation or arrange for a face to face assessment and Clinical Management.

Lot 3: Community Urgent Eyecare Clinical Management Service

The Clinical Management Service is for those who have been referred via the Triage service. Patients will be assessed, agree a management plan which may include self-care, therapeutic recommendations, referrals and signposting.

Through remote/telephone triage, telemedicine and a network of community-based providers/practitioners providing face to face appointments, patients will be able to gain prompt access to an eyecare consultation and, in most cases, a care plan for the patient to either self-manage their ocular condition (with access to appropriate OTC topical medications where appropriate from Pharmacy), with advice and guidance.

Telemedicine will reduce the burden on patients visiting GP surgeries, pharmacies, high street opticians and secondary care facilities physically. The use of telemedicine will mean many people can receive an eyecare consultation from their home.

When telemedicine is an inappropriate mode of service delivery, patients will be signposted to a face to face appointment with a community-based practitioner or signposted to hospital ophthalmology services or A&E in the first instance.

TUPE is likely to be applicable, further details can be found in the procurement documentation.

The contract term for both lots will be for 3 years with an optional extension of any period up to 2 years.

The maximum contract values per lot are:

Lot 1: Optometry Triage Referral Service - £85,000 per annum, giving a contract value of £255,000 for the initial 3 year period and £425,000 if the full extension period of 2 Year is adopted.

Lot 2: Community Urgent Eyecare Triage Service - £195,000pa giving a contract value of £585,000 for the initial 3 year period and £975,000 if the full extension period of 2 Year is adopted.

Lot 3: Community Urgent Eyecare Clinical Management Service - £176,000pa giving a contract value of £528,000 for the initial 3 year period and £880,000 if the full extension period of 2 Year is adopted.

The total combined value across all lots is £1,368,000 for the initial 3 year period and £2,280,000 if the full extension period of 2 Year is adopted.

The new service will commence on the 1st October 2024.

This exercise is being carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioner.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-006437](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board have abandoned the competitive provider selection process for Community Urgent Eye Care services.

This is a Provider Selection Regime (PSR) notice that this provider selection process has been abandoned and a contract has not been awarded. This process has been abandoned 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.