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Contract

High Intensity User Service NHS/SOEPS/21.825

NHS Sussex

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2022/S 000-036169

Procurement identifier (OCID): ocids-h6vhtk-032921

Published 21 December 2022, 11:26am

Section I: Contracting authority

I.1) Name and addresses

NHS Sussex

Wicker House, High Street

Worthing

BN11 1DJ

Contact

Sarah Rix

Email

sarah.rix1@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

QNX

Internet address(es)

Main address

<https://www.sussex.ics.nhs.uk/nhs-sussex/>

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

High Intensity User Service NHS/SOEPS/21.825

Reference number

NHS/SOEPS/21.825

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of a High Intensity User Service, offering patients with high attendance at Emergency Departments psychosocial support, crisis planning, sign-posting in the

community and support to use more appropriate services for their psychosocial needs. The service is situated in both Brighton and Hove and East Sussex and delivered under the standard NHS Contract.

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: £1,682,050

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

Main site or place of performance

Brighton and Hove and East Sussex

II.2.4) Description of the procurement

Provision of a High Intensity User Service, offering patients with high attendance at Emergency Departments psychosocial support, crisis planning, sign-posting in the community and support to use more appropriate services for their psychosocial needs. The service is situated in both Brighton and Hove and East Sussex and delivered under the standard NHS Contract.

Key Aims and Objectives of the Service

The High Intensity User Service (HIUS) is based on the 'Blackpool model' developed by Blackpool CCG, as published in the Commissioning for Value Casebook, February 2015.

The model offers a robust way of reducing HIU activity to EDs, 999, NHS 111, Primary Care services as well as unscheduled hospital admissions. The HIU service liberates front line resources to focus on those who need it most and helps reduce costs.

The objective of the service is to work closely with identified frequent users of emergency

urgent departments, with an aim to reduce unheralded attendances at ED and associated non-elective (NEL) admissions, whilst improving the service user's quality of life and outcomes.

This will be delivered by:

- Identifying patients who frequently attend ED and associated non-elective (NEL) admissions
- Identifying patients who are evidentially on a trajectory to becoming a high intensity user of emergency services
- Proactively connecting and engaging with the patient
- Supporting the patient to manage their needs using a personalised approach.

Service Outcomes

For the identified and engaged frequent users:

- Reduce ED attendance
- Reduce NEL admissions
- Reduce ambulance conveyance
- To feel less lonely
- To experience improved personal well-being
- To have a positive experience with the service
- To progress in at least one identified goal by the end of their time with the service

The service will work closely with local health and social care services including voluntary and third sector organisations to develop excellent working relationships and establish operational practices that ensure a seamless patient experience.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-008838](#)

Section V. Award of contract

Contract No

NHS/SOEPS/21.825

Title

High Intensity User Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 December 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

V.2.3) Name and address of the contractor

The British Red Cross Society

44 Moorfields

London

EC2Y 9AL

Country

United Kingdom

NUTS code

- UKI - London

Charity Commission (England and Wales)

220949

Internet address

<https://www.redcross.org.uk/>

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

Initial estimated total value of the contract/lot: £1,682,050

Total value of the contract/lot: £1,682,050

Section VI. Complementary information

VI.4) Procedures for review

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Refer to NHS South of England Procurement Services to trigger the review process. This process can be further escalated to NHS Improvement.