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Contract

Lymphoedema Service

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-041090

Procurement identifier (OCID): ocds-h6vhtk-05619e

Published 17 July 2025, 4:37pm

Section I: Contracting authority

I.1) Name and addresses

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

Dukes Court, Duke Street

Woking

GU215BH

Contact

Maggie Czapiewska

Email

maggie.czapiewska1@nhs.net

Country

United Kingdom

Region code

UKJ26 - East Surrey

NHS Organisation Data Service

QXU

Internet address(es)

Main address

<https://www.surreyheartlands.org/nhs-surrey-heartlands-board>

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

Lymphoedema Service

II.1.2) Main CPV code

- 85142100 - Physiotherapy services

II.1.3) Type of contract

Services

II.1.4) Short description

Pioneer Wound Healing Centres provide a Lymphoedema service to East Surrey Place. The provider offers treatment and advice to patients with both primary and secondary lymphoedema, including treatments such as compression bandaging, lymphatic drainage and self-management advice on exercise and skincare.

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: £105,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ26 - East Surrey

II.2.4) Description of the procurement

Pioneer Wound Healing Centres provides the current Lymphoedema service to East Surrey. It offers both treatment and advice to patients with both primary and secondary lymphoedema offering such treatments as compression bandaging, lymphatic drainage, and self-management advice on exercise and skincare

The service supports increased choice and control for service users in regard to where and when their treatment is delivered offering on-going care closer to home.

NHS Surrey Heartlands ICB has awarded a contract to Pioneer Wound Healing Centres Community Interest Company (CIC) under Direct Award C.

The approximate lifetime value of the contract will be £105,000 over the two-year term, from 1st April 2024 until 31st March 2026.

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: 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:

The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 or the Procurement Act 2023 do not apply to this award.

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

The procurement is covered by the Government Procurement Agreement: No

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

31 March 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Pioneer Wound Healing Centres CIC

1C Edward Road

Eastbourne

BN23 8AS

Country

United Kingdom

NUTS code

- UKJ26 - East Surrey

Companies House

07715222

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: £105,000

Total value of the contract/lot: £105,000

Section VI. Complementary information

VI.3) Additional information

This contract has been awarded via Direct Award Process C, in accordance with The Health Care Services (Provider Selection Regime) Regulations 2023 (PSR).

The authority confirms the provider delivered the prior contract to a consistently high standard and no material changes have been made in the continued contracting arrangement.

This provider's consistently strong performance and system alignment supports continued commissioning of their service via Direct Award C.

Against the Provider Selection Regime (PSR) Key Criteria, the provider has demonstrated expertise and is anticipated to continue doing so. Evidence of current service delivery against the PSR Key Criteria and the breakdown of Key Criteria weighting in relation to this service for the purposes of awarding a further contract under Direct Award C is

detailed below:

Quality and innovation 30%

- Pioneer Wound Healing Centres CIC has consistently delivered a safe, high-quality, and person-centred lymphoedema service across East Surrey. The service manages patients with both primary and secondary lymphoedema through clinically appropriate interventions, including compression therapy, lymphatic drainage, and personalised self-management support.
- Innovative service design ensures continuity across the full patient pathway, promoting patient independence and improved long-term outcomes. Pioneer's proactive engagement in pathway development and responsiveness to patient feedback further demonstrates a commitment to continuous improvement and high clinical standards.
- The provider has effectively supported complex patients and demonstrated adaptability in response to evolving system needs and pressures, reinforcing confidence in continued delivery under this contract.

Integration, collaboration and service sustainability 15%

- Pioneer operates a well-integrated service model, collaborating closely with primary care and community partners to ensure seamless delivery across clinical interfaces. The service supports early intervention and care closer to home, reducing reliance on acute pathways and enhancing sustainability across the local system.
- By coordinating care with referrers and community teams, Pioneer strengthens system resilience and delivers a joined-up model aligned with ICS objectives. The organisation has shown a proactive approach to service alignment, contributing to more efficient use of local health resources.

Improving access, reducing health inequalities and facilitating choice 15%

- The service ensures equitable access by offering care in community clinics and, where clinically appropriate, through home visits. This flexible model enables inclusion of patients from underserved groups or those with complex social and mobility challenges.
- Pioneer's commitment to person-centred care, including culturally appropriate advice and self-management education, helps reduce disparities in health outcomes. Their approach promotes patient dignity, supports long-term condition self-management, and increases patient choice in how and where care is accessed.

Value 30%

- Pioneer's service offers excellent value for money, delivering outcomes that reduce avoidable complications (e.g., cellulitis admissions) and long-term system costs. By managing patients in the community, the service reduces the burden on GPs and acute services and supports more efficient use of NHS resources.
- Their cost structure remains stable and proportionate to the complexity of care delivered. The provider also contributes to wider system goals through regular reporting, outcome tracking, and responsiveness to commissioner requirements - reinforcing accountability and service value.

Social value 10%

- Pioneer Wound Healing Centres CIC adds social value through local recruitment and clinical workforce development. As a CIC, the organisation reinvests into community health and contributes to local social and economic wellbeing.
- The service reduces travel-related emissions by offering care in convenient settings, supporting the ICB's Net Zero ambitions. Their ongoing community engagement, staff development, and responsible resource use demonstrate a sustained commitment to broader social outcomes aligned with NHS and ICS priorities.

Governance and Decision-Making Approval:

Surrey Heartlands Executive Board instructed a review of all contracts, local teams conducted the review with recommendations going to Surrey Heartlands Commissioning, Commercial and Contracting Board. Approval decision for the direct award contract was taken at Surrey Heartlands Executive.

Conflicts of Interest:

There are no identified conflicts of interest.

Standstill Period and Regulatory Context:

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. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 or the Procurement Act 2023 do not apply to this award.

Any written representations should be sent to robert.kitt1@nhs.net

VI.4) Procedures for review

VI.4.1) Review body

NHS Surrey Heartlands ICB

Skipton House, 80 London Road

Woking

SE1 6LH

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHS England

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom