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Contract

SWBH-PROVISION OF URGENT TREATMENT CENTRE SERVICES

Sandwell and West Birmingham Hospitals NHS Trust

F03: Contract award notice

Notice identifier: 2025/S 000-041803

Procurement identifier (OCID): ocids-h6vhtk-05635b

Published 21 July 2025, 7:34pm

Section I: Contracting authority

I.1) Name and addresses

Sandwell and West Birmingham Hospitals NHS Trust

Dudley Road

Birmingham

B18 7QH

Contact

daniel o'sullivan

Email

daniel.osullivan4@nhs.net

Country

United Kingdom

Region code

UKG37 - Sandwell

Internet address(es)

Main address

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

Buyer's address

<https://www.swbh.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

SWBH-PROVISION OF URGENT TREATMENT CENTRE SERVICES

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Trust intends to award a contract under NHS terms and conditions for provision of Sandwell Urgent Treatment Centre. The Centre will be operated under NHS national principles and standards [attached] as issued by NHS England in October 2023. The service is located at Sandwell Health Campus, Lyndon, West Bromwich, West Midlands B71 4HJ. It will treat minor illness and injury and be open from 8am to 11pm daily, 365 days per year. The service is accessible to all, irrespective of GP registration or local residency. The contract will commence service on 1st October 2025 for a period of one year with an option for a further one year extension. The funding envelope for the service is £3,688,378pa at 2025/26 prices.

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: £7,376,756

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG37 - Sandwell

Main site or place of performance

Sandwell Health Campus, Lyndon, West Bromwich, West Midlands B71 4HJ

II.2.4) Description of the procurement

The Trust intends to award a contract to an existing provider following direct award process C for the provision of Sandwell Urgent Treatment Centre services.

The service is located at Sandwell Health Campus, Lyndon, West Bromwich, West Midlands B71 4HJ. It will treat minor illness and injury and be open from 8am to 11pm daily, 365 days per year. The service is accessible to all, irrespective of GP registration or local residency. The contract will commence service on 1st October 2025 for a period of one year with an option for a further one year extension. The funding envelope for the service is £3,688,378pa at 2025/26 prices.

II.2.5) Award criteria

Price

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) intention to 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 do not apply to this award. The standstill period begins on the day after the publication of this notice. Representations by providers must be made to the relevant authority by 1st August 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR

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

27 June 2025

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

Malling Health (UK) Limited

1st Floor, Rutherford House, Warrington Rd, Birchwood, Warrington WA3 6ZH

WARRINGTON

M28 1UY

Telephone

+44 1618507900

Country

United Kingdom

NUTS code

- UKD61 - Warrington

National registration number

07034946

Internet address

www.malling.health.co.uk

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £7,376,756

Total value of the contract/lot: £7,376,756

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intention to 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 do not apply to this award. The standstill period begins on the day after the publication of this notice. Key criteria

1. Quality and innovation
Malling Health KPI performance for Sandwell UTC shows consistently high delivery across the period from Sept 2024 (when the Sandwell UTC became stand-alone as Sandwell ED closed) to May 2025 (current).

The provider managed the successful change in services from a 12-hour minor illness only UTC alongside Sandwell ED, to a stand-alone 18-hour minor illness and minor injury service with the closure of Sandwell ED in September 2024. KPI performance was maintained through the change. The change in patient acuity, attendance volumes and attendance presentations were met with safe and effective standards of care through close and flexible working with the Trust.

The strong close working relationship between local provider staff and the Trust service managers provides a firm foundation to manage change going forward. The provider is closely involved in discussions about possible changes to opening hours and location at the Sandwell Hospital site. This will provide opportunities for a wider service offering in due course, including mental health assessment, community diagnostics, physiotherapy, GP-led procedures and pharmacy consultations, aligning with a "polyclinic" model.

2. Value

The annual contract cost provides a daily 18-hour minor illness and injury service.

Premises, facilities costs and consumables are provided free of charge by the Trust. This cost is budgeted by the Trust.

The contract is a block sum and does not vary by number of attendances, nor by KPI performance delivery. There is scope within the contract to vary both the service required and the contract price. It is anticipated that the contract will be uplifted by inflation (likely measured by CPI) effective from April 2026 (and April 2027 if extended).

The contract will continue to be on a block basis. Operating hours will be subject to review with VFM of extended opening being among the criteria for assessment and proposals for future arrangements.

3. Integration, collaboration and service sustainability

Integration and collaboration is assessed in terms of how well the provider works with Trust services including ED, streaming and imaging. It is also assessed in terms of relationship with GP practices, out of hours service and with WM Ambulance Service.

Service sustainability is assessed in terms of how clinical staffing is managed to respond to need to maintain performance and patient experience as well as providing consistency of care. The Trust has a strong and proactive relationship with the provider. Regular on-

site meetings at Sandwell between the provider and the Trust have fostered a culture of collaborative problem-solving, ensuring issues are addressed in real time and that the service remains responsive to local demand. The provider is in close contact with the Trust's Single Point of Access (SPA) and associated teams, enabling timely communication across sites. During times of pressure, the provider has actively supported system flow by signposting patients to alternative, less pressured locations—demonstrating a patient-centred and system-aware approach.

The provider's flexible staffing model has enabled rapid redeployment of clinicians across sites to match fluctuating activity levels. On occasion, clinical support has even been extended from neighbouring UTCs, such as Walsall, during high-demand periods. This approach has helped ensure consistent, safe, and sustainable service delivery.

The leadership team at the provider have formed strong professional relationships with Trust executives, clinical leaders, and operational managers.

The provider played a pivotal role in supporting the transition of acute services to the Midland Metropolitan University Hospital by taking on delivery of the minors' function at Sandwell. This ensured the safe relocation of services and continuity of care. The provider worked closely with Trust colleagues, including the Resuscitation Officer, to address early operational challenges and co-develop safe and effective pathways to underpin ongoing delivery.

the providers's UTC service is fully embedded in the local urgent and emergency care landscape, maintaining close working links with NHS 111, out-of-hours GPs, emergency departments, mental health services, and community teams. This integrated model helps reduce avoidable attendances at ED, supports early intervention, and contributes to wider system efficiency and sustainability.

The strong close working relationship between local provider's staff and the Trust service managers provides a firm foundation to manage change going forward. The provider is closely involved in discussions about possible changes to opening hours and location at the Sandwell Hospital site. This will provide opportunities for a wider service offering in due course, including mental health assessment, community diagnostics, physiotherapy, GP-led procedures and pharmacy consultations, aligning with a "polyclinic" model.

4. Improving access, reducing health inequalities and facilitating choice

The provider delivers a highly inclusive and responsive UTC model that meets the needs of one of the most diverse and underserved populations in the region. The provider has embedded equity into service delivery, ensuring patients face no barriers due to language, literacy, or cultural background.

The use of Language Line is routine, and British Sign Language (BSL) access is available through QR code systems in every consultation room. Where appropriate, staff fluent in community languages offer additional support, helping to bridge gaps in communication in a safe and professional manner.

The provider's team actively supports patients who may face significant challenges accessing primary care—whether due to registration issues, language needs, or a lack of digital access or health literacy. The UTC often functions as a trusted care hub for people who may not otherwise engage with the NHS. The service routinely offers same-sex clinicians when requested and places high value on respectful, culturally sensitive care.

Their model offers consistent care to vulnerable groups such as asylum seekers, recent migrants, and those with limited or no formal interaction with traditional health services. In many cases, the UTC represents the first or only point of contact with healthcare, and the provider uses this opportunity to educate patients about their conditions, promote health literacy, and support safer self-care.

Clinicians are skilled in identifying safeguarding concerns, mental health needs, and other hidden vulnerabilities during unscheduled visits. Appropriate interventions and referrals are initiated with care and compassion.

Locally, the team continues to strengthen relationships with system leaders, including with the Head of Equality, Diversity and Inclusion at SWBH NHS Trust, to further advance the EDI agenda. These collaborations reinforce the provider's commitment to delivering accessible, person-centred care that supports the population most in need.

The contract award allows the existing arrangements to continue, supporting an ongoing improvement in patient engagement, understanding and improved access to not only urgent care when required but also primary care services as a matter of course.

5.Social value

Assessment against this criterion looks at the extent to which the service recognises the diversity and economic and health deprivation of the Sandwell population and responds to it in terms of wider community engagement, regeneration and employment

The UTC at Sandwell, delivered by the provider, offers significant social value in addition to its core healthcare function. As an extended-hours service operating from 7am to 1am, it serves as a crucial access point for individuals who might otherwise struggle to obtain timely healthcare. By managing a broad range of non-life-threatening conditions, the service reduces demand on local Emergency Departments and ensures patients are treated in clinically appropriate settings.

The provider contributes to local economic resilience by prioritising recruitment from the surrounding area. This directly supports Sandwell's economic development, especially in light of the borough's above-average unemployment rate (7.1% vs. 3.7% nationally, ONS 2024). Training and development opportunities are built into their staffing model, enabling individuals to progress into long-term healthcare careers.

The key criteria were weighted as follows: Quality and innovation (30%), Value (30%), Integration, Collaboration and Service Sustainability (15%), Improving access and reducing health inequalities (15%); Social Value (10%). The key decision makers were from Strategic Development,, Operations and Finance. The provider is satisfying the original contract, and the new contracting arrangements are not changing considerably. They are likely to satisfy the proposed contract to a sufficient standard.

There were no conflicts of interest

Representations by providers must be made to decision makers by 1st August 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR

VI.4) Procedures for review

VI.4.1) Review body

Sandwell and West Birmingham Hospitals NHS Trust

Dudley Road

Birmingham

B18 7QH

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

Independent patient choice and procurement panel

Wellington House

London

SE1 8UG

Email

england.procurementpanelinfo@nhs.net

Country

United Kingdom

Internet address

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