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Contract

Stable Glaucoma Monitoring Service (SGM)

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-044324

Procurement identifier (OCID): ocds-h6vhtk-05692e

Published 30 July 2025, 2:35pm

Section I: Contracting authority

I.1) Name and addresses

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

Dukes Court, Duke Street

Woking

GU21 5BH

Contact

Robert Kitt

Email

robert.kitt1@nhs.net

Telephone

+44 7823534547

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

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

Stable Glaucoma Monitoring Service (SGM)

Reference number

QXU_DHC Stable Glaucoma Monitoring (SGM) 2024/26

II.1.2) Main CPV code

- 85121281 - Ophthalmologist services

II.1.3) Type of contract

Services

II.1.4) Short description

The contract relates to the provision of a community-based Stable Glaucoma Monitoring Service, whereby clinicians and accredited optometrists provide ongoing monitoring and care for patients with diagnosed, treated ocular hypertension (OHT) and stable glaucoma at programmed intervals in the Surrey Downs area.

The contract is paid on an activity basis.

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: £37,498.93

II.2) Description

II.2.2) Additional CPV code(s)

- 85121281 - Ophthalmologist services

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

II.2.4) Description of the procurement

The contract relates to the provision of a community-based Stable Glaucoma Monitoring Service, whereby clinicians and accredited optometrists provide ongoing monitoring and care for patients with diagnosed, treated ocular hypertension (OHT) and stable glaucoma at programmed intervals in the Surrey Downs area.

The contract is paid on an activity basis.

NHS Surrey Heartlands ICB has awarded a contract to Dorking Healthcare Limited under Provider Selection Regime 2023 Direct Award Process C.

The approximate lifetime value of the contract will be £37,498.93 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:

This procurement falls under the Provider Selection Regime 2023, Direct Award Process C. For the avoidance of doubt the Procurement Contracts Regulations 2015 and the Procurement Act Regulations 2023 do not apply to this procurement.

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

Dorking Healthcare Limited

The Surgery, Tanners Meadow

Brockham

RH3 7NJ

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

Companies House

06927650

The contractor is an SME

Yes

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

Total value of the contract/lot: £37,498.93

Section VI. Complementary information

VI.3) Additional information

This contract is 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 renewed contracting arrangement.

Against the Provider Selection Regime (PSR) Key Criteria, Dorking Healthcare Ltd (DHC) 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 contract under Direct Award C is detailed below:

Quality & Innovation (20%)

- DHC has consistently delivered a safe, high-quality, and effective Stable Glaucoma Monitoring (SGM) service under the previous contract. The service is clinically led by a suitably accredited GPwSI, with oversight maintained through a robust clinical governance framework.
- The model incorporates a structured patient pathway with 6-12-month reviews in a 4-visit cycle, including 3 appointments with accredited optometrists and 1 with a GPwSI or consultant. All practitioners are accredited in accordance with Royal College of Ophthalmologists and local ICB requirements, with annual evidence of revalidation or CPD submitted.
- Innovation is embedded in DHC's approach through enhanced IT integration, use of optical coherence tomography (OCT) where clinically indicated, and responsive service adjustments based on patient experience. DHC also maintains clinical mentorship links with acute ophthalmology services, ensuring high standards of clinical care are maintained within the community.

Integration, Collaboration & Sustainability (25%)

- DHC operates a service that is fully integrated within Surrey Downs' community and primary care pathways. The service complements tier 3 ophthalmology services and provides a critical interface with primary care optometry, reducing demand on acute outpatient services.

- DHC engages regularly with local system partners including GPs, the Local Optical Committee (LOC), and the ICB to ensure the service reflects changing population needs and demand pressures. This supports sustainable models of care and system resilience, especially during peak elective recovery periods.
- By delivering care in community settings, DHC contributes to the ICB's sustainability agenda by reducing reliance on high-cost acute services and supporting the NHS's Net Zero commitments through reduced patient travel and emissions.

Improving access, reducing health inequalities and facilitating choice 25%

- DHC's SGM service enhances access to specialist eye care by providing appointments locally, including flexible scheduling options, reduced waiting times, and easier accessibility for patients who may experience barriers to attending hospital-based services.
- This community model ensures a more equitable service offer, supporting underserved patient cohorts including older adults, those with long-term conditions, or those in rural or transport-challenged areas. The service offers choice and convenience, contributing to better engagement and earlier identification of progression risks.
- By diverting appropriate patients from secondary care, DHC enables those with complex needs to be seen more quickly by acute services, thereby reducing inequality in waiting times and improving system-wide equity.

Value (20%)

- DHC delivers demonstrable value for money by providing specialist eye care in a lower-cost, community-based setting. This reduces secondary care outpatient follow-ups, supporting the ICB in achieving system savings and better use of specialist resources.
- The service ensures timely patient follow-up, reducing the clinical risk associated with delayed reviews in glaucoma patients. Outcomes are monitored through Local Quality Requirements (LQRs) and activity-based reporting to ensure transparency, accountability, and continuous improvement.
- DHC's ability to deliver at a stable unit cost while maintaining high-quality care and system benefits reinforces its value as a trusted partner.

Social Value (10%)

- DHC's delivery of the Stable Glaucoma Monitoring (SGM) service contributes significantly to social value in alignment with NHS England's Social Value Model and the ICB's commitment to community-based, patient-centred care.

- The service offers improved local access to ophthalmic care, reducing the need for hospital visits and associated patient travel, which lowers carbon emissions and supports environmental sustainability. Appointments delivered within the community enable earlier interventions and better long-term health outcomes for patients, particularly those with mobility challenges or in underserved areas. This aligns with NHS goals to reduce health inequalities and promote fairer access.
- DHC recruits, trains, and retains local staff, contributing to employment, skill development, and economic sustainability within the Surrey Downs area. The organisation also fosters collaboration with local primary care services and integrates care pathways to reduce demand on acute settings. This supports the broader system's resilience and encourages partnership working across the ICS.
- Through regular patient feedback, DHC continues to shape the service to meet community needs, enhancing patient experience and empowerment. Their person-centred approach helps address wider determinants of health while ensuring care is safe, timely, and effective.

Governance and Decision-Making

Approval:

The contract award was approved by the Surrey Heartlands ICB Commissioning, Contracting & Commercial (CCC) Committee on 22nd October 2024 and approved by Executive Board, 2024, in line with the authority's governance processes.

Conflicts of Interest:

All Decision-Making Forums requested that Conflicts of Interest be declared in order to accommodate mitigations that may be required. No declarations were raised. Individuals working on the programme declared no interests for the duration.

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 do not apply to this award.

Written representations should be sent to robert.kitt1@nhs.net

VI.4) Procedures for review

VI.4.1) Review body

Surrey Heartlands ICB

Woking

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHS England

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom