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Not applicable

Community hearing aids service for age-related hearing loss - C378303

NHS Sussex Integrated Care Board

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-047826

Procurement identifier (OCID): ocds-h6vhtk-05017d

Published 12 August 2025, 8:54am

Section I: Contracting authority/entity

I.1) Name and addresses

NHS Sussex Integrated Care Board

Sackville House, Brooks Close

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Contact

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Email

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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/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Community hearing aids service for age-related hearing loss - C378303

Reference number

C378303

II.1.2) Main CPV code

- 85121240 - ENT or audiologist services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Sussex is seeking expressions of interest from suitably qualified and experienced providers for the delivery of community-based hearing aid services for adults aged 55 and over. Eligible providers will be accredited to deliver services as part of an AQP multi-provider model. Successful providers will be awarded contracts via Provider Selection Regime Direct Award Process B.

The initial contract duration will be 7 years commencing on 1 April 2026, with the option to extend for a further 3 years, offered via an NHS standard contract.

Aims and objectives

The overall ambitions of NHS Sussex in commissioning this service are:

- To strengthen our contribution to prevention and reduce health inequalities
- To promote patient education, self-management and empowerment;
- To improve the quality and safety of care and outcomes improvement;
- To support people to age well - falls prevention, healthy and active ageing, addressing loneliness, isolation and supporting independence and reducing the need for intervention;
- Integrated working with patients, carers and the local community and voluntary sector.

The aims of the service are for people with hearing problems to have:

- access to high quality, safe and efficient NHS hearing aids services, with short waiting times and high responsiveness to the needs of local communities, free at the point of access;
- choice as to where and when their treatment is delivered

The key objectives of this service are to:

- Improve public health and occupational health through treatment of hearing loss
- Provide equitable access to consistently high-quality care for all patients using the service
- Encourage identification, diagnosis and management of age-related hearing loss through improved patient and professional education, including timely signposting to lip reading classes and assistive technologies and other rehabilitation services
- Promote inclusion and participation of people who have hearing loss
- Be compliant with clinical guidance and good practice
- Conform to the recognised quality assurance tool Improving Quality In Physiological Diagnostic Services (IQIPS)

The expected outcomes of the service are:

- Timely access to hearing assessment, fitting and follow-up
- High proportion of patients continuing to wear hearing aids

- High levels of satisfaction from patients accessing the service and health professionals referring into the service
- Reduced social isolation and consequent mental ill health
- Improved quality of life for patients, their families/carers and communication partners.

Service Requirements:

Providers should be able to offer a comprehensive, patient centred service for adults aged 55 and over with suspected or diagnosed hearing loss related with age, encompassing:

- Hearing assessment
- Hearing aid fitting and calibration to national guidelines
- After care: maintenance, repairs, consumables (batteries, tubing), and follow-up reviews

Steps:

1. Interested providers submit an application demonstrating qualifications, capacity, and compliance with the NHS Sussex accreditation framework.
2. Accredited providers are listed as approved suppliers, eligible to deliver services under the approved service specification.
3. No minimum activity is guaranteed for accredited providers-each provider's participation depends on patient choice and referral volume.

Interested providers will be able to view this opportunity via the live opportunities list on the 'Health Family' e-procurement system, Atamis.

Click on 'View our Live Opportunities' from the home page, available on the following link:

<https://atamis-1928.my.site.com/s>Welcome>

Closing date to respond to the tender will be: Tuesday 2nd September 2025 at 12:00 (Noon).

Individual Provider contracts will be zero value and any payments made will be based on activity performed.

The annual service value total for all current AQP Providers (23/24 outturn) was approx £6.5m. So for 7 years + 3 year option = £65,000,000.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2025/S 000-046978](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Place of text to be modified

Date of submission

Instead of

Date

2 September 2025

Local time

12:00pm

Read

Date

15 September 2025

Local time

12:00pm

VII.2) Other additional information

Submission date for bids has been changed from 2nd September 2025 at 12pm (Noon) to 15th September 2025 at 12pm (Noon).

These changes will affect the following sections:

II.1.4

II.2.4

IV.2.2

IV.2.7