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Contract

Insourcing of First Outpatient Appointments - South Wales

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F20: Modification notice

Notice identifier: 2025/S 000-048229

Procurement identifier (OCID): ocds-h6vhtk-055445

Published 13 August 2025, 8:45am

Section I: Contracting authority/entity

I.1) Name and addresses

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

Woodland House, Maes-y-Coed Road

Cardiff

CF14 4HH

Contact

Gareth Stallard

Email

gareth.stallard@wales.nhs.uk

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Insourcing of First Outpatient Appointments - South Wales

Reference number

CAV-MIN-59362

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services
- 85111000 - Hospital services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

Health Boards in South Wales - ABUHB, CVUHB, CTMUHB, HDUHB, SBUHB, PTHB

II.2.4) Description of the procurement at the time of conclusion of the contract:

This notice is to award a contract based on a framework agreement with a competition, a mini-competition has been conducted under NHS Wales Shared Services Partnership Framework Agreement for Outsourcing / Insourcing of Clinical, Surgical & Diagnostic Services Reference Number: PRO-OJEULT-50776.

This mini-competition was run to establish a contract to cover Insourcing to support the delivery of First Outpatient Appointments across the South Wales Health Boards in NHS

Wales between July 2025 and end March 2026. The service is expected to be delivered regularly at Weekends (Saturday and Sunday) between the hours of 8am and 6pm during the period, but there must be ability to deliver in evenings where requested and provision of facilities allows. The service will be delivered within the geographical areas of the Health Boards listed below. Health Boards will book patients and manage lists, but the provider will provide medical secretary support for the activity, as well as a Nurse/HCA. This is a new service and provider for the delivery of this service.

Health Boards

Aneurin Bevan University Health Board

Cardiff and Vale University Health Board

Cwm Taf Morgannwg University Health Board

Hywel Dda University Health Board

Swansea Bay University Health Board

Powys Teaching Health Board

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

8

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2025/S 000-035449](#)

Section V. Award of contract/concession

Contract No

CAV-MIN-59362

Title

Insourcing of First Outpatient Appointments - South Wales

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

25 June 2025

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

HEALTHCARE BUSINESS SOLUTIONS (UK) LIMITED

Pure Offices Lake View Drive, Annesley

Nottingham

NG150DT

Telephone

+44 7769943574

Country

United Kingdom

NUTS code

- UKF14 - Nottingham

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £13,253,793.73

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime Wales (PSR Wales) confirmation of contract award notice. The awarding of this contract is subject to the Health Services (Provider Selection Regime) (Wales) Regulations 2025. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015/Procurement Act 2023 do not apply to this award. The publication of this notice marks the award to a provider under a framework agreement call off with a competition, this notice serves as an award of contract under the PSR Wales.

You must:

- Contract was awarded 31st July 2025, the period of the contract will run from the date of contract signature to 31st March 2026;
- The award decision makers are relevant staff from health organisations involved in the provider selection process, these include the roles of Director of Transformation, Chief Operating Officer, and National Clinical Lead.;
- No providers were excluded from this procurement process;
- No conflicts of interest were declared or identified as part of the conflicts assessment process.

(WA Ref:154612)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85100000 - Health services

VII.1.3) Place of performance

NUTS code

- UKL - Wales

VII.1.4) Description of the procurement:

Call off from a framework agreement with a competition confirmation of contract award notice, for the avoidance of doubt, this notice does not represent a modification of contract.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

8

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£13,253,793.73

VII.1.7) Name and address of the contractor/concessionaire

HEALTHCARE BUSINESS SOLUTIONS (UK) LIMITED

Pure Offices Lake View Drive, Annesley

Nottingham

NG150DT

Telephone

+44 1156786573

Country

United Kingdom

NUTS code

- UKF14 - Nottingham

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Call off from a framework agreement with a competition confirmation of contract award notice, for the avoidance of doubt, this notice does not represent a modification of contract.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Call off from a framework agreement with a competition confirmation of contract award notice, for the avoidance of doubt, this notice does not represent a modification of contract.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £13,253,793.73

Total contract value after the modifications

Value excluding VAT: £13,253,793.73