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Contract

Provision of antiviral medication for influenza-like illness through NHS community pharmacy providers

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-057526

Procurement identifier (OCID): ocids-h6vhtk-059cb3

Published 17 September 2025, 8:08pm

Section I: Contracting authority

I.1) Name and addresses

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

Dukes Court, Duke Street

Woking

GU215BH

Email

syheartlandsicb.contractsadmin@nhs.net

Country

United Kingdom

Region code

UKJ25 - West 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

Provision of antiviral medication for influenza-like illness through NHS community pharmacy providers

II.1.2) Main CPV code

- 85149000 - Pharmacy services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of antiviral medication through community pharmacy provision within Surrey Heartlands ICB for the treatment of influenza-like illness.

To reduce the risk of complications from and spread of influenza-like illness, and to optimise treatment use by providing safe access to treatment in a timely manner.

CPV Code 85149000-5 - Pharmacy services, but not including community pharmacy services that are arranged under The National Health Service (Pharmaceutical and Local

Pharmaceutical Services) Regulations 2013.

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: £2,045

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ25 - West Surrey

II.2.4) Description of the procurement

The provision of antiviral medication through community pharmacy provision within Surrey Heartlands ICB for the treatment of influenza-like illness.

To reduce the risk of complications from and spread of influenza-like illness, and to optimise treatment use by providing safe access to treatment in a timely manner.

The approximate lifetime value of the contract will be £2,000 over the 2 year term, from 1st April 2024 until 31st March 2026.

There are two providers of this service - one of which will additionally be commissioned to provide Christmas Day and Easter Sunday on-call arrangements and will receive an additional £1045 per annum for providing this additional service. Further fees to be paid of £52 per call-out, £13 dispensing fee for antivirals dispensed, delivery fees of £11.50 per delivery for deliveries within usual catchment area.

II.2.5) Award criteria

Price

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 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 and the Procurement Act Regulations 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: 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

17 September 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

Miles Pharmacy

94 Chessington Road, Ewell

Epsom

KT19 9UR

Country

United Kingdom

NUTS code

- UKJ25 - West Surrey

NHS Organisation Data Service

FJV56

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: £2,045

Total value of the contract/lot: £2,045

Section VI. Complementary information

VI.3) Additional information

This is an Intention to Award Notice 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, only a 4.55% inflationary increase for year 1 of the contract. In year 2 an inflationary increase will be applied as advised nationally.

Against the Provider Selection Regime (PSR) Key Criteria, Miles Pharmacy 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 ranking in relation to this service for the purposes of awarding a contract under Direct Award C is detailed below:

Two most highly ranked Key Criteria:

Integration, Collaboration & Sustainability

- Community pharmacies are a core part of the primary care system and are aligned with local ICB pathways. This service provider supports a shared care model and distribution of workload more evenly across the system.
- The service provider maintains strong collaborative working relationships with patients and other primary care providers.
- Influenza antivirals are supplied in date, by stated Pharmacies. The service providers can be relied upon by healthcare workers and recipient patients.
- Any issues with access to influenza antivirals are shared with the Surrey Heartlands Medicines Optimisation Team to collaboratively seek resolution and prevent recurrence.
- This service provider supports integrating community pharmacy into neighbourhoods as a partner in delivering services collaboratively for the benefit of the local population.
- It is feasible to scale capacity during peak flu seasons or pandemics.
- The service is utilised by eligible residents of Surrey Heartlands.

Improving access, reducing health inequalities and facilitating choice

- This service offers an alternative route to care alongside GPs and urgent care services.
- Pharmacies are typically open longer hours and do not require appointments, allowing earlier intervention with antivirals, which are most effective within 48 hours of symptom onset.
- As stipulated in the specification this service provision aims to reduce the risk of complications from, and spread of influenza-like illness by providing access to treatment and prophylaxis in a timely manner when routine routes of supply will cause clinically unacceptable delay.
- The provider offers access to influenza antivirals within a community setting.
- Timely access to influenza antivirals reduces the risk of further complications and reduces the need for hospitalisation.
- Increased choice for people.

Two second most importantly ranked Key Criteria

Quality & Innovation

- This pharmacy contractor maintains appropriate records to ensure effective ongoing service delivery.
- The provider audits the standards of the service regularly and formally to ensure compliance with the LCS requirements and identify areas for improvement, which the provider addresses.
- The provider obtains feedback about the service from the patients who use it. This feedback is reviewed by the provider and where appropriate, change is made to improve the quality of the service. If feedback obtained is related to changes in this LCS, this is provided to the ICB.
- The provider regularly reviews the standard operating procedures for this service and this has been undertaken recently.
- The provider ensures that pharmacists and staff involved in the provision of the service have undertaken continuing professional development (CPD) relevant to this service.
- Electronic prescribing is used to streamline the supply of antivirals.

Value

- Evidenced by guaranteed provision of the influenza antiviral medication enabling appropriate and timely treatment for patients with influenza-like illness, assessed as requiring treatment or prophylaxis with anti-virals.
- Provision of clinical benefits to the patient and subsequent financial benefits to the ICB from prompt management of patients with influenza-like illness, assessed as requiring treatment or prophylaxis with anti-virals, reducing the risk of further complications and potential hospitalisation.
- Reduced pressure on higher-cost settings and efficient use of resources e.g. GP, A&E
- Prevention and reduction in complications in high-risk groups

Third ranked Key Criteria

Social Value

- This service allows patients to be managed within a community setting, potentially reducing the need for hospitalisation, therefore having an economic and environmental benefit to the patient and wider community, not needing to travel to hospital nor incurring associated costs including potential parking.
- Investment in community pharmacies supports local businesses and jobs.
- Faster treatment helps people return to work or school more quickly.
- The pharmacy provider can support health education and prevention e.g. also provide flu vaccinations and public health messaging, promoting wider community resilience.
- Psychologically, people experience improved well-being when healthcare needs are met by primary care providers through provision of care closer to home.

Governance and Decision-Making Approval:

The contract award was approved by the Surrey Heartlands ICB Medicines Optimisation Board - 20/08/25 and the Primary Care Commissioning Committee - 03/09/25 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) 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 and the Procurement Act Regulations 2023 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 1st October 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to syheartlandsicb.contractsadmin@nhs.net

VI.4) Procedures for review

VI.4.1) Review body

NHS Surrey Heartlands ICB

Woking

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHSE

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom