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Contract

Dermatology - Surrey Downs

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-058403

Procurement identifier (OCID): ocids-h6vhtk-059ed2

Published 22 September 2025, 11:04am

Section I: Contracting authority

I.1) Name and addresses

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

Dukes Court, Duke Street

Woking

GU215BH

Contact

Maggie Czapiewska

Email

maggie.czapiewska1@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

Dermatology - Surrey Downs

Reference number

Dermatology - April 24 - SMN

II.1.2) Main CPV code

- 85121282 - Dermatology services

II.1.3) Type of contract

Services

II.1.4) Short description

This provider manages and runs Dermatology Step-up Clinics to provide enough capacity to service all non-two-week-wait dermatology patients. The expected pathway for a given patient would begin with an appointment with the patient's GP. If the patient's GP believes the further treatment of the patient should be continued at the step-up clinic, GPs may do a referral into the Dermatology Step-up Clinic Service.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £230,000 / Highest offer: £270,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ25 - West Surrey

II.2.4) Description of the procurement

The dermatology service provider operating within Surrey Downs is delivering a robust, patient-focused model of care that meets all key evaluation criteria satisfactorily. Through innovative service design, strategic investment, and collaborative working, the provider is achieving meaningful outcomes across quality, value, integration, access, and social impact.

The dermatology clinic model developed collaboratively by the Commissioner and Community Providers, has significantly enhanced service delivery. Led by GP Champions and hosted in community settings, this model improves local access to dermatology expertise and ensures patients are triaged effectively. It also strengthens the clinical capabilities of primary care teams by reducing unnecessary referrals to secondary care. This results in more timely, appropriate care and a better overall patient experience.

Dermatology referrals have shown a consistent year-on-year increase, with a forecast of an 8% growth in dermatology activity. The Step-Up Clinic approach allows benign and low-risk conditions to be managed locally, freeing up hospital resources for complex cases. This model supports value-based healthcare, reduces secondary care costs, and aligns services with population health priorities.

The approximate lifetime value of the contract will be £250,000 over the 2 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 is a Provider Selection Regime (PSR) contract 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: 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

Surrey Medical Network Ltd

115 Molesey Park Road

East Molesey

KT8 0JX

Country

United Kingdom

NUTS code

- UKJ25 - West Surrey

Companies House

09402582

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: £250,000

Lowest offer: £230,000 / Highest offer: £270,000 taken into consideration

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, Surrey Medical Network Ltd 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 (25%)

- Surrey Medical Network Ltd (SMN) delivers a safe, high-quality, and effective dermatology Step-up Clinic for all non-two-week-wait dermatology patients.
- The Dermatology step up clinic model supports better use of specialist resources and reduces unnecessary hospital admissions. By managing benign or low-risk conditions locally, hospitals can focus on complex or high-risk cases.
- Each Dermatology Step-Up Clinic is expected to deliver a minimum of 3 hours of face-to-face consultations, 1 hour of virtual consultations (via telephone or video). Each four-hour clinic session is designed to see 12 patients, with flexibility to adjust based on demand and capacity. This will facilitate faster, local access to care within the community. This reduces travel time, improves convenience, and enhances patient satisfaction as patients are typically seen within weeks, compared to longer waits in secondary care
- Innovation is embedded into SMN's approach as the triage system not only develops the expertise of GP Champions but also disseminates dermatological knowledge across the wider primary care network. This community-based education approach strengthens diagnostic capabilities and empowers GPs to manage more cases locally.

Integration, Collaboration & Sustainability (25%)

- SMN's dermatology clinics demonstrate an integrated approach ensuring continuity, reducing duplication, and improving patient outcomes.

- The service also demonstrates collaborative working; GPs with dermatology expertise work alongside consultants and nurses, creating a multidisciplinary team that streamlines care. The clinics are fully embedded within the community.
- The service also provides training and resources for primary care teams which improves the quality of referrals. This approach can also build local capacity and supports long-term workforce development
- Regular engagement with local system partners including GPs, ensures 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, SMN 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 15%

- Compared to longer waits in secondary care, patients are typically seen within weeks, helping to address health inequalities and improve outcomes for underserved populations.
- The clinic ensures fair access to dermatology services for diverse populations and patients are seen in familiar, community-based settings, which fosters trust, strengthens engagement, and supports continuity of care.
- Local appointments, flexible scheduling options, reduced waiting times, 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, SMN 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 (25%)

- SMN delivers demonstrable value for money by providing specialist skin 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, and activity-based reporting to ensure

transparency, accountability, and continuous improvement.

- SMN'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%)

- The SMN dermatology clinics contribute 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 skin 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.
- SMN 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, SMN 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 NHS Surrey Heartlands ICB Commissioning, Contracting & Commercial (CCC) Committee on 22nd October 2024 and approved by Executive Board 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 and the Procurement Act Regulations 2023 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

NHS Surrey Heartlands ICB

Woking

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHSE

Skipton House

80 London Road

SE1 6LH

Country

United Kingdom