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Contract

NOUS - Surrey Downs

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-058408

Procurement identifier (OCID): ocids-h6vhtk-059ed6

Published 22 September 2025, 11:08am

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

NOUS - Surrey Downs

Reference number

NOUS Surrey Downs - April 24 - DHC

II.1.2) Main CPV code

- 85150000 - Medical imaging services

II.1.3) Type of contract

Services

II.1.4) Short description

A Surrey Downs locality, direct access non-obstetric ultrasound service with staff qualified to appropriate levels of skill and experience, using ultrasound equipment which complies

with the service specification. The aim of the service is to aid early diagnosis and avoid the need for unnecessary referral to secondary care, or to support the shift of activity into a primary care setting, where this will improve access.

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: £350,000 / Highest offer: £450,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ25 - West Surrey

II.2.4) Description of the procurement

A Surrey Downs locality, direct access non-obstetric ultrasound service with staff qualified to appropriate levels of skill and experience, using ultrasound equipment which complies with the service specification. The aim of the service is to aid early diagnosis and avoid the need for unnecessary referral to secondary care, or to support the shift of activity into a primary care setting, where this will improve access.

The approximate lifetime value of the contract will be £400,000 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 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: 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

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 Ltd

Holmhurst Medical Centre, 12 Thornton Side

Redhill

RH1 2NP

Country

United Kingdom

NUTS code

- UKJ25 - West Surrey

Companies House

06927650

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: £400,000

Lowest offer: £350,000 / Highest offer: £400,000 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, 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 (25%)

- Dorking Health Care Ltd (DHC) continues to deliver a safe, high-quality, and effective direct access non-obstetric ultrasound service with oversight maintained through a robust clinical governance framework.
- The service is available to all patients who are registered with GP practices in NHS Surrey Downs Place. GP referrals include general abdominal (includes assessment of the aorta, biliary tract, gallbladder, inferior vena cava, kidneys, liver, pancreas, retroperitoneum and spleen) and Gynaecology (including transabdominal and transvaginal).
- Cancer, children under the age of 18 and non-NHS patients are excluded from this service.
- Innovation is embedded in DHC's approach to care through improved access routes to diagnostic tests and the development of relationships with other Providers, including 3rd sector and local involvement networks e.g. Healthwatch, as part of the drive to reduce waiting times and improve choice options for patients.

Integration, Collaboration & Sustainability (25%)

- DHC operates a service that is fully integrated within Surrey Downs' community and primary care pathways.
- DHC engages regularly with local system partners including GPs 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.
- The Provider is involved in local care pathway work and discussions, ensuring the best and most efficient means of treating patients are adopted, including the movement of relevant clinical information (i.e. images and clinical output reporting).

Improving access, reducing health inequalities and facilitating choice 15%

- DHC's NOUS service enhances access to ultrasound 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.
- There are four locations in Surrey Downs to enable access to the service.
- A 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 (25%)

- DHC delivers demonstrable value for money by providing direct access non-obstetric ultrasound service 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 NOUS service ensures timely patient follow-up, leading to quicker clinical decisions, reducing the number of follow-up appointments and improving patient flow.
- DHC is able to deliver at a stable unit cost while maintaining high-quality care and system benefits.

Social Value (10%)

- DHC's delivery of the non-obstetric ultrasound service (NOUS) 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 ultrasound services, 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 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 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

London

SE1 6LH

Country

United Kingdom