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Contract

Adult Hearing Services - Surrey Downs

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-061121

Procurement identifier (OCID): ocds-h6vhtk-05a570

Published 1 October 2025, 8:34am

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

UKJ26 - East 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

Adult Hearing Services - Surrey Downs

Reference number

Adult Hearing Aid Services 2024-2026 - Specsavers Hearcare Ltd

II.1.2) Main CPV code

- 85121240 - ENT or audiologist services

II.1.3) Type of contract

Services

II.1.4) Short description

A community-based Adult Hearing Service including Assessment, fitting of hearing aids, and aftercare care for Surrey Downs Place.

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: £713,000 / Highest offer: £927,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ26 - East Surrey

II.2.4) Description of the procurement

Provision of a community-based Adult Hearing Aid Service from a number of sites in Surrey Downs. Providing increased choice and control for service users as to where and when their treatment is delivered - providing on-going care closer to home.

Provision of timely access to hearing aid assessment and a range of support services including hearing aid fitting, follow-up and on-going aftercare.

Surrey Heartlands ICB has awarded a contract to Specsavers Hearcare Ltd under Direct Award C.

The approximate lifetime value of the contract will be £927,000 over the two year term, from 1st April 2024 until 31st March 2026.

This procurement has been carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

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 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

Specsavers Hearcare Group Ltd

La Villiaze

St Andrews

GY6 8YP

Country

Guernsey

NUTS code

- GG - Guernsey

Guernsey Registry

35965

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £927,000

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 delivers the contract to a consistently high standard and no material changes have been made in this contracting arrangement.

The provider's consistently strong performance and system alignment supports commissioning of their service via Direct Award C.

Against the Provider Selection Regime (PSR) Key Criteria, Specsavers Hearcare Group 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%)

- Specsavers delivers a safe, high-quality, and effective direct access to adult hear aid 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. Eligible patients can be referred by their GP or self-refer.
- Services are provided from Epsom, Leatherhead, Banstead and Dorking to enable local access to hearing aid services.
- Innovation is embedded in Specsavers approach through improved access to diagnostic tests provided in the community as part of the drive to reduce hospital waiting times and to improve patient choice.
- Specsavers continues to develop relationships with other Providers, including third sector organisations that support service users, and with local involvement networks e.g. Health Watch.

Value (25%)

- Specsavers Hearcare delivers demonstrable value for money by providing Hearing Aid services more economically and closer to the patient. (when compared to costs in secondary care). This reduces secondary care outpatient follow-ups, supporting the ICB in achieving system savings and better use of specialist resources.
- The Hearcare service ensures timely patient follow-up, leading to quicker clinical decisions, including reducing the number of follow-up appointments and improving patient flow.
- The Provider is responsible for the purchase, provision and replacement of batteries to NHS service users, delivering stable unit costs while maintaining high-quality care and system benefits reinforcing its value as a trusted partner.

Integration, Collaboration & Sustainability (25%)

- Specsavers operates a service that is fully integrated within Surrey Downs' community and primary care pathways engaging 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.
- Specsavers Hearcare meets both the NHS outcomes framework indicators and locally defined outcomes.

- The service provides a safe, convenient and accessible option for patients, enhancing quality of life for people with long term conditions, treating and caring for people in a safe environment and protecting them from avoidable harm.
- The service provides an increased choice of appointment times/dates for patients; service users are able to access aftercare services (face to face or non-face to face methods).
- A postal repair service is available.
- Specsavers Hearcare provides clear guidance and information for service users and their families about the important role of hearing.
- By delivering care in community settings, Specsavers 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 movement of relevant clinical information between primary and community care providers GPs, primary health care teams, ear nose & throat (ENT) departments, audio-vestibular medicine (AVM) audiology departments, local authority social services, the voluntary & community sector and independent providers.

Improving access, reducing health inequalities and facilitating choice 15%

- Approximately nine million adults in England have some form of hearing loss - the equivalent of one in six people. Most are older people who have a progressive hearing loss as part of the ageing process, with more than 70 percent of over 70-year-olds and more than 40 percent of over 50-year-olds having some form of hearing loss. It is estimated there will be 13 million people in England with hearing loss by 2035.
- Specsavers Hearcare service enhances access to adult hearing aid 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
- This community model ensures an 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, Specsavers will enable those with complex needs to be seen more quickly by acute services, thereby reducing

inequality in waiting times and improving system-wide equity.

Social Value (10%)

- Specsavers delivery of a community-based Adult Hearing Aid 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 adult hearing aid 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
- Specsavers 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.
- Specsavers undertakes communication activity to improve prevention, focusing on education and information to improve prevention, awareness and early diagnosis of hearing loss, promoting the use of hearing aids, hearing loss management and reducing the stigma related to having a hearing loss.
- Through regular patient feedback, Specsavers shapes 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:

NHS Surrey Heartlands ICB Commissioning, Contracting & Commercial (CCC)
Committee Executive Board

Conflicts of Interest:

No conflicts of interest were declared.

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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