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Contract

## **Integrated Urgent Care Service**

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

F20: Modification notice

Notice identifier: 2025/S 000-063553

Procurement identifier (OCID): ocds-h6vhtk-05ab3c

Published 9 October 2025, 9:42am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

Endeavour House, Russell Road

Ipswich

IP12BX

#### **Contact**

Caryn Akers

#### **Email**

[procurement@snee.nhs.uk](mailto:procurement@snee.nhs.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH14 - Suffolk

**NHS Organisation Data Service**

QJG

**Internet address(es)**

Main address

<https://suffolkandnortheastessex.icb.nhs.uk/>

Buyer's address

<https://in-tendhost.co.uk/snee-icb/asp/Home>

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Integrated Urgent Care Service

Reference number

CM00029

#### **II.1.2) Main CPV code**

- 85100000 - Health services

#### **II.1.3) Type of contract**

Services

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKH14 - Suffolk
- UKH34 - Essex Haven Gateway

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

The provision of NHS 111 services, Out of Hours GPs and the Clinical Assessment Service (CAS) that together form the integrated urgent care service.

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

Duration in months

84

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2099/S 001-999999](#)

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## **Section V. Award of contract/concession**

### **Contract No**

C178770

### **Title**

Integrated Urgent Care Service

### **V.2) Award of contract/concession**

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

25 June 2018

#### **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**

Practice Plus Group Urgent Care Ltd

Reading

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

05232967

The contractor/concessionaire is an SME

No

**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: £89,880,912

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**Section VI. Complementary information**

**VI.3) Additional information**

This is a Provider Selection Regime (PSR) contract modification notice, under the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. This contract has now been formally modified.

The funding was agreed by the SNEE ICB Executive Committee on 3rd March 2025. There were no declared or potential conflicts of interest identified.

**VI.4) Procedures for review**

**VI.4.1) Review body**

NHS Suffolk and North East Essex Integrated Care Board

Ipswich

Country

United Kingdom

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## **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

- UKH14 - Suffolk
- UKH34 - Essex Haven Gateway

#### **VII.1.4) Description of the procurement:**

Permanent funding for the following services for the duration of the contract (6 months to October 2025)

Conveyance Avoidance Helpline: This helpline is available to ambulance crews-on-scene and allows them to get advice on options for treating patients on scene or using services other than ED.

Unscheduled Care Coordination Hub: This service takes cases from the 999 stack and reviews them to see if there are any other options for treatment, including other services, that mean that the patient will not need conveying to ED.

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

Duration in months

6

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

Total value of the contract/lot/concession:

£708,863.17

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

Practice Plus Group Urgent Care Ltd

Reading

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Companies House

05232967

The contractor/concessionaire is an SME

No

## **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):

This contract now includes permanent funding for the following services until the end of the contract on 31st October 2025:

Conveyance Avoidance Helpline: This helpline is available to ambulance crews-on-scene and allows them to get advice on options for treating patients on scene or using services other than ED.

Unscheduled Care Coordination Hub: This service takes cases from the 999 stack and reviews them to see if there are any other options for treatment, including other services, that mean that the patient will not need conveying to ED.

### **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:

The provider has provided this service on a non-recurrent basis since it started. This change enables the provider to continue running these services through to the end of the 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: £89,880,912

Total contract value after the modifications

Value excluding VAT: £90,589,775.17