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Contract

GP Hub Services for Croydon University Hospital

Croydon Health Services NHS Trust

F03: Contract award notice

Notice identifier: 2025/S 000-083625

Procurement identifier (OCID): ocds-h6vhtk-04c5c8

Published 17 December 2025, 9:35am

Section I: Contracting authority

I.1) Name and addresses

Croydon Health Services NHS Trust

Croydon University Hospital, 530 London Road

Croydon

CR7 7YE

Contact

Charlotte Choules

Email

charlotte.choules@stgeorges.nhs.uk

Country

United Kingdom

Region code

UKI62 - Croydon

Internet address(es)

Main address

<https://www.croydonhealthservices.nhs.uk/>

Buyer's address

<https://www.croydonhealthservices.nhs.uk/>

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

GP Hub Services for Croydon University Hospital

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The GP Hubs service forms part of the Integrated Urgent Care Service in Croydon. We currently provide 3 GP Hubs across the borough that are open 8am to 8pm 7 days per week. The hubs will see patients with an urgent primary care condition via a booked appointment. Patients can access the service via NHS 111, webform booking or in some cases walk in (where they will be given an appointment slot). Patients are required to be seen within 90 minutes of their booked appointment time.

The hubs are based in Purley War Memorial Hospital (south of the borough), Parkway Health Centre (New Addington, East of the borough) and a hub on site at Croydon Health Service NHS Trust (North of the borough) which allows for Urgent Treatment Centre (UTC) colleagues to re-direct patients to a more appropriate setting. The service sees patients from any borough/ICB footprint and currently see around 4,800 patients per month.

The purpose of the GP hubs is to provide a more appropriate setting for patients with an urgent, low-level acuity need. Conditions range from acute ear infection to minor injuries treated with gluing/suturing to minor trauma to hands, feet, or limb. This is in contrast to the other services within Integrated Urgent Care such as the UTC which will treat patients for more serious minor injuries for which treatment and investigations include; X-Ray, pathology, fracture clinic, CT, dressing of major wounds etc.

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: £6,815,000 / Highest offer: £7,665,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI6 - Outer London – South

Main site or place of performance

Croydon University Hospital

II.2.4) Description of the procurement

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Contract will be for an initial 3 year period with the option to extend for a further two years.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-039652](#)

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

1 October 2025

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Primary Care Partners Limited/Operose

108 High Street

Great Missenden

HP16 0BG

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

National registration number

10014577

Internet address

<http://www.dr-iq.net>

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: £6,825,000

Lowest offer: £6,815,000 / Highest offer: £7,665,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

St George's University Hospitals NHS Foundation Trust

Blackshaw Road, Tooting

London

SW17 0QT

Country

United Kingdom

Internet address

<https://www.stgeorges.nhs.uk/>