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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](mailto: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

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**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

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## 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](#)

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## 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

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## **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/>