

Reference: FOI.ICB-2526/280

Subject: Procurement of Integrated Urgent Care Services

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
1. What is the name of the organisation(s) currently providing Integrated Urgent Care (IUC) services for your ICB, including: a. NHS111 b. Clinical Assessment Service (CAS) c. GP Out of Hours (OOHs)	SevernSide IUC is a partnership between BrisDoc Healthcare Services (provider of GP Out of Hours and CAS) and Practice Plus Group (the provider of NHS111). One contract covers service a, b and c.
2. When were the contract start dates for your above named IUC contracts?	1 April 2019
3. What is the duration of the current initial contract term per contract? If contracts include extension clauses, please advise on the duration & frequency.	Contract is for 7 years with a 3-year extension option which has been enacted.
4. When are the current IUC contracts due to expire? (including any extension periods which have been confirmed or utilised)	31 March 2029

5. What is the estimated total annual contract value or budget allocated for each of your current or future IUC contracts named above?	NHS111, the Clinical Assessment Service, and GP out of hours service form part of a wider block contract for Integrated Urgent Care and as such it is not possible to provide an annual contract value for these services.
6. Does the ICB have an anticipated timeline for the procurement of future IUC contracts? If so, please share details.	No decision has been made yet regarding any future procurement process for this service or the timelines associated with it.
7. Does the ICB intend to commission future IUC service components (NHS111, CAS & OOHs) separately or together? If separately, please advise on how you will/might separate the lots?	No decision has been made yet regarding any future procurement process or future service model of the service.
8. Does the ICB intend to introduce additional services or expand the scope compared with the current IUC contract provision?	No decision has been made yet regarding any future procurement process or future service model of the service.
9. Do your existing IUC providers utilise AI triage within service delivery? If yes, which models are deployed?	The ICB does not hold this information. We advise you to contact the providers directly who may hold this information. enquiries@brisdco.co.uk
10. For future IUC procurements, does the ICB intend to mandate AI triage & if so, is there a specific AI triage model which would be preferred or mandated?	No decision has been made yet regarding any future procurement process or future service model of the service.
11. Can the ICB confirm which procurement process they intend to use for future IUC procurements (e.g. competitive process, Provider Selection Regime (PSR) regulation)	It is too early to make this determination. The decision on any procurement process would be made at a time that will ensure services are secured and mobilised in readiness for when the contract expires.

12. Has the ICB conducted (or intend to conduct) any market engagement exercises or Prior Information Notices (PIN) regarding future IUC contracts? If so, please provide details & any associated documentation from completed market engagement, or advise on anticipated timelines for future IUC market engagement.

No decision has been made yet regarding any future procurement process for this service.

The information provided in this response is accurate as of 2 December 2025 and has been approved for release by David Jarrett, Chief Delivery Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.