

Buying Guide

Pressure Area Care and Patient Handling

FTS reference number: 2025/S 000-086469

NHS Supply Chain: Medical, Surgical,
Rehabilitation and Community

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Framework Information

Introduction

The purpose of this document is to provide guidance on procuring goods and services in scope of the Pressure Area Care and Patient Handling framework.

Framework Name	Pressure Area Care and Patient Handling
FTS reference number	2025/S 000-086469
Period of Framework Agreement	Two years fixed term with a two-year extension period.
Start Date	9 March 2026
End Date	8 March 2028
Framework Type	<ul style="list-style-type: none"> • Transacted – eDirect and Stocked • Direct through URN for Beds, Mattresses and Ceiling Hoists
Call off Contract options	<p>Transacted products have a National Product Code (NPC) visible to you on the national catalogue.</p> <p>Products and services that can be procured directly with suppliers are done through the Unique Reference Number (URN) process detailed below.</p>
Call off Contract	<p>The Framework is designed for you to work with the approved Framework Suppliers via:</p> <ul style="list-style-type: none"> • Ordering products through the catalogue • Requesting a pricing exercise to be undertaken for products which are then either transacted through the catalogue or ordered directly with the supplier through a URN process. <p>Further competition as the standard route to market.</p> <ul style="list-style-type: none"> • Direct award
NHS Supply Chain Category	Medical, Surgical, Rehabilitation and Community
Category Management Team	Pressure Area Care and Patient Handling Team Category Managers
For further guidance	Contact your NHS Supply Chain ICS Manager

Framework Benefits

There are several benefits of procuring products and services under our framework:

- Option to procure under a UK public procurement regulation compliant framework without having to run a full, local tender process.
- The use of a framework specification that can be tailored to local requirements before release to awarded framework suppliers for pricing, product and service proposals.
- The assurance of knowing due diligence checks are carried out on all awarded framework suppliers, including adherence to public sector procurement sustainability requirements, review of ISO certification at product level and Economic and Financial Standing Assessments.
- The ability to run a Further Competition under the framework.

Framework Suppliers, Lots, Products and Services

For further information about this framework, including a list of all awarded suppliers, please visit the [Contract Information Page](#).

Which products are included in the Framework?

A supplier being awarded to the framework doesn't automatically mean that the supplier's full product range is available through the framework.

Suppliers choose which products they offer through our framework at the point of tender or by extending their range offerings throughout the term of the framework.

Products not listed or delisted from the Framework

Suppliers can also opt to delist products. This can be for various reasons, such as the product being discontinued, unavailable or superseded by a new product offering.

If a supplier delists a product from the framework but still offers it for general sale, then the product will be classed as non-compliant, and buyers will need to go through a full tender exercise to procure the items to meet their needs.

View the Framework Matrices in the downloads section of the [Contract Information Page](#) to identify each supplier and the products they offer via the framework.

If a product is not included in the document or has been marked as delisted, then it isn't covered by the framework and customers wishing to purchase it will have to undertake a formal tender process to procure the item(s).

Framework Pricing

Pricing mechanisms

- Pricing exercises – We approach awarded suppliers with your specification to gain options from the market.
- Banded pricing
- National Pricing Matrices (NPMs)

Price increases

As part of the Framework terms and conditions, suppliers are not allowed to increase the prices of any products without full agreement in writing from us and a minimum three-month notice period.

We do everything we can to mitigate price increases for our customers but sometimes it is unavoidable. If a price increase is expected and has been signed off by us then you will be notified by either an Important Customer Notice (ICN) on our website or, where possible, through direct contact.

The framework only supports products in the pricing matrix. Any products not included in the matrix aren't covered by the framework and will require you to run your own tender exercise.

Price Discounts

Discounts on this framework are available at the supplier's discretion. If you are placing an order that might traditionally attract a discount (e.g. high volume, special circumstances) then you can negotiate with the supplier to get a discount. This should be mentioned when the purchase order is sent through to the Category Team.

How to Procure Through the Framework

Lot 1 Beds, mattresses, pressure reducing products and manual handling equipment and associated products

The following products are available on the national catalogue. They are transacted and can be purchased using an NPC at the national price. *

Lot 1 Transacted Products
Cushions and Accessories
Prevention and Support Aids
Fixed Hoists and Mobile Hoists

Stand Aids and Accessories
Patient Transfer Equipment
Slings and Accessories
Slide Sheets
Bathing Equipment and Accessories

*For non-centrally funded customer pricing please contact the category management team.

The following products can be procured using a unique reference number (URN). Please contact the category management team to request a quote/pricing exercise. If you already have a quote, please provide this to us to be validated. If the quote is accepted, then a URN will be issued. An order can then be placed directly with the supplier quoting the URN.

Lot 1 Direct Products
Beds, Cots and Accessories*
Integrated Bed and Mattress Systems
Mattresses and Accessories*
Ceiling Hoists

*Certain accessories may be available on the national catalogue to ensure replacements can be accessed easily.

If Pricing Exercise required:

Stage	Instruction
1	<p>Contact the category management team</p> <p>Contact the category management team to detail your requirements. Please email: pressureareacare@supplychain.nhs.uk We will supply a Scoping Document for you to complete and return to us to review.</p>
2	<p>Meeting if required</p> <p>Review of requirements to enable Pricing Exercise to be issued to suppliers</p>
3	<p>Pricing exercise issued to suppliers</p>
4	<p>Compile results and send to you</p>
5	<p>You tell us your chosen supplier and product</p>
6	<p>We provide the Unique Reference Number (URN)</p>

Lot 2 Managed service for beds, mattresses and associated products

A new managed services lot is available on this framework.

Stage	Instruction
1	<p>Contact the category management team</p> <p>Contact the category management team to detail your requirements. Please email: pressureareacare@supplychain.nhs.uk We will supply a Scoping Document for you to complete and return to us to review.</p>
2	<p>Meeting</p> <p>Review of requirements to enable tender documents to be completed</p>
3	<p>Documentation build</p> <p>Requirements to be discussed at meeting as they may differ depending on whether trust or NHS Supply Chain led</p>
4	<p>Run the Further Competition exercise</p>
5	<p>We provide the Unique Reference Number (URN)</p>

Lot 3 Rental and decontamination

Stage	Instruction
1	<p>Contact the category management team</p> <p>Contact the category management team to detail your requirements. Please email: pressureareacare@supplychain.nhs.uk</p>
2	<p>We review the requirements and advise on the pricing or whether a Mini Competition is required.</p>
3	<p>If Mini Competition required - Documentation Build</p> <p>Requirements to be discussed at meeting as they may differ depending on whether trust or NHS Supply Chain led</p>
4	<p>Run the Mini Competition exercise</p>
5	<p>We provide the Unique Reference Number (URN)</p>

Related Framework Agreements

The following frameworks are available for additional services required:

Finance Solutions

Our Finance Solutions framework offers trusts three innovative asset finance solutions to ensure you can plan and procure the right equipment for your short and long-term clinical needs:

- Finance Leases
- Operating Leases
- Loans.

For more information see our [Finance Solutions Framework](#)

Maintenance, Repair and Calibration of Medical Equipment

Our Framework Agreement for Maintenance, Repair and Calibration of Medical Equipment is a nationally available agreement that incorporates a variety of service providers covering a large range of medical equipment categories.

For more information see our [Maintenance, Repair and Calibration of Medical Equipment Framework](#)

Responsibility and Compliance

We have provided various frameworks for you to use to ensure compliance with Government regulations. You are responsible for making sure you use and order from the framework correctly. Failure to do so could result in non-compliant purchases being made.

Due Diligence

We have carried out all the necessary due diligence checks on the awarded suppliers and their products.

This includes:

- Financial checks
- Sustainability
- Modern Slavery
- ISO 27001
- Product compliance

These checks and documents are updated frequently, and we keep them on file should they be required.

Framework and Standard NHS Terms and Conditions

The Framework Agreement was awarded based on the NHS Terms and Conditions for the Supply of Goods and Services (Framework Version).

Returns and Complaints

If you face an issue with a product or service purchased via the Framework this should initially be taken up with the supplier. Suppliers should be able to resolve any issues in line with the Framework Terms and Conditions in a timely way.

If you are unable to get a satisfactory response or resolution from the supplier then you should contact the Category Management Team stating details of the supplier, PO details, the issue with the product and details of any contact with the supplier.

The Category Team will do what they can to support you and contact the suppliers directly, where relevant. They will also liaise with your [ICS Manager](#) to help you get a resolution to the issue.

The Category Team also log these complaints against suppliers, and they form part of the supplier Key Performance Indicators (KPIs).

Useful Documents and Resources

Documentation	Use	Where to find
Scoping document for purchase or rental of products	This information is required by suppliers to enable them to give an accurate price on your requirements.	Your ICS Manager can provide access to these.
NHS Supply Chain contract launch documents	Provides you details of the suppliers awarded and product codes listed at the time of award.	These are available on our website or via your ICS Manager.
Supplier Contact List	This will provide you with all the contact details for the awarded suppliers.	Your ICS Manager can provide access to these.
Lot Product Specification	The product specifications used in the Framework Agreement tender.	Your ICS Manager can provide access to these.
Further Competition Templates	We have blank templates you can use when running a Further Competition. These are not mandatory and you are welcome to use your own.	Your ICS Manager can provide access to these.