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Planning

Health and Care Experience Survey 2025-26

Scottish Government

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-001440

Procurement identifier (OCID): ocds-h6vhtk-04d06f

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Section I: Contracting authority

I.1) Name and addresses

Scottish Government

5 Atlantic Quay, 150 Broomielaw

Glasgow

G2 8LU

Contact

Laura Vivian

Email

laura.vivian@gov.scot

Telephone

+44 412425466

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.scotland.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Health and Care Experience Survey 2025-26

Reference number

CASE/747380

II.1.2) Main CPV code

- 73110000 - Research services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Government has a requirement to place a contract with an external service provider for the provision of the Health and Care Experience Survey 2025. The scope of the contract will be to undertake the survey fieldwork and the transfer of a clean data set. The survey is being undertaken as part of the Scottish Government's Care Experience Programme and will be managed by Health and Social Care Analysis Division in the Scottish Government, in partnership with the Public Health Scotland (PHS).

II.1.5) Estimated total value

Value excluding VAT: £635,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79300000 - Market and economic research; polling and statistics

- 79310000 - Market research services
- 79311000 - Survey services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The Scottish Government has a requirement to place a contract with an external service provider for the provision of the Health & Care Experience Survey 2025.

Making healthcare more person centred lies at the heart of the NHS Scotland Quality Strategy ambitions. The Scottish Care Experience Survey Programme has been designed to support this ambition by giving people the opportunity to comment systematically on their experience of healthcare and its impact on their quality of life. The programme comprises a suite of surveys, including inpatient, health and care, maternity and cancer care.

The Survey is a biennial postal survey which first ran in 2009. The Survey, which originally focused on primary care services, was expanded in 2013 to accommodate questions on social care and carers, reflecting the move towards health and social care integration in Scotland and further refined in 2017 to reflect new policy priorities.

The 2025 survey content will be reviewed prior to the commencement of fieldwork to ensure that the survey questions are still relevant and meet user needs, however we are not anticipating any substantial changes from the 2023 survey.

The scope of the contract will be to undertake the survey fieldwork and the transfer of a clean data set. The initial survey pack will include a letter with QR code providing a link to the online survey and an information leaflet in a range of languages. A reminder pack will be sent to people who had not responded to this initial letter after a couple of weeks. The reminder pack will include a reminder letter, an information leaflet and a paper copy of the questionnaire.

This involves printing and posting the survey packs to around 500,000 to people registered with a GP practice in Scotland, which requires the services of an experienced survey contractor with specialist equipment. The survey contractor will be required to scan and capture the completed questionnaires, and carry out agreed validation checks on the data before securely transmitting a clean data set to the Scottish Government. There is no in-house facility to administer such a large volume of surveys.

In order to encourage online completion of the Survey, the Supplier will be required to setup an accessible online version of the Survey and facilities to support other means of access to the Survey (including, but not limited to, telephone, textphone, Language Line service) and a telephone helpline.

II.3) Estimated date of publication of contract notice

3 March 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=787982.

(SC Ref:787982)