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Planning

## **Kings College Hospital Patient Experience and Communication**

King's College Hospital NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-003156

Procurement identifier (OCID): ocids-h6vhtk-0435eb

Published 31 January 2024, 9:50am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

King's College Hospital NHS Foundation Trust

KCH Business Park, 129 Coldharbour Lane

London

SE5 9NY

#### **Contact**

Sunday Okhiria

#### **Email**

[s.okhiria1@nhs.net](mailto:s.okhiria1@nhs.net)

#### **Telephone**

+44 2045340573

**Country**

United Kingdom

**Region code**

UKI45 - Lambeth

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Kings College Hospital Patient Experience and Communication

#### **II.1.2) Main CPV code**

- 79342311 - Customer satisfaction survey

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The patient experience survey is designed to collect valuable insights and feedback from individuals/patients who have undergone care at King's College Hospital. This feedback is obtained through various mediums, including SMS (Short Message Service), paper, email, online links, QR codes, and IVR (Interactive Voice Response), ensuring diverse and comprehensive input from the patients' perspectives.

#### **II.1.5) Estimated total value**

Value excluding VAT: £405,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79342310 - Customer survey services

#### **II.2.3) Place of performance**

NUTS codes

- UKI45 - Lambeth

#### **II.2.4) Description of the procurement**

King's College Hospital Trust employs a web-based analysis and reporting system for the administration of patient experience surveys. This system is actively utilized by the Patient Experience Team, Patient Outcomes Team, and Volunteering Service, enabling real-time collection of patient feedback. Beyond facilitating the nationally mandated Friends and Family Test (FFT), the system accommodates various ad-hoc and local surveys linked to key Trust quality priorities and strategies.

This system plays a crucial role in delivering and reporting the Friends and Family Test (FFT), a component of the standard NHS Contract. FFT results are submitted monthly to NHS England, contributing to national statistics and benchmarking efforts. The Trust employs a comprehensive approach, leveraging SMS, paper, email, online links, QR codes, and IVR. This enables the use of text messages, telephone surveys, and online platforms to extensively gather patient experience feedback.

### **II.3) Estimated date of publication of contract notice**

26 February 2024

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## **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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The Trust heavily relies on SMS (text messages) and IVR (telephone surveys) to capture patient experience feedback through the Friends and Family Test Survey. All patients, including inpatients, outpatients, day cases, maternity, and emergency attendees, are offered the opportunity to share their experiences within 48 hours via text message. In the fiscal year 2022/23, over 1.8 million text messages were sent to patients, inviting them to complete the Friends and Family Test.

The current system also offers survey delivery through various alternative methods, such as paper, email, online links, and QR codes. Qualitative and quantitative results can be reported using different styles and are distributed to staff through automated push reports. Currently, there are 934 active users in the Trust who regularly receive automated patient experience reports via the system. Sentiment analysis is conducted through these reports using a third-party service that provides free-text comment theming and analysis. The sentiment analysis tool supports in-depth reporting for the Trust's improvement initiatives and annual quality priorities.