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Tender

Future of Patient Feedback : A Roadmap For Measurement, Insight and Improvement

NHS England

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-003565

Procurement identifier (OCID): ocds-h6vhtk-0568b7 ([view related notices](#))

Published 15 January 2026, 2:49pm

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Scope

Reference

C413258

Description

In line with the 10YHP three shifts, Quality Strategy, and evolving digital capabilities, we are seeking approval to spend £400,000 in financial year 25/26 to commission work to scope and design a future state and possible implementation road map for the system wide collection, analysis and presentation of feedback from people using the NHS. The programme 'Future of patient feedback: a roadmap for measurement and improvement' will set out options for the design of a sustainable and holistic insight system, with ambitions of enabling utility of experience data in different forms, freeing up capacity to make improvements to quality, and to ensure that we are measuring what matters through easily navigable and inclusive feedback routes. The programme will explore digital capabilities offered by the NHS App and FDP to allow optimal capture and utility of care

experiences.

Total value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 4 May 2026 to 3 May 2027
- Possible extension to 3 August 2027
- 1 year, 3 months

Description of possible extension:

Subject to internal approvals

Main procurement category

Services

CPV classifications

- 79315000 - Social research services

Participation

Legal and financial capacity conditions of participation

See questionnaire 1 of tender documents

Technical ability conditions of participation

See questionnaire 1 of tender documents

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

27 January 2026, 5:00pm

Tender submission deadline

9 February 2026, 12:00pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

2 April 2026

Award criteria

Name	Description	Type
Technical	60%	Quality
Commercial	30%	Price
Social Value	10%	Quality

Weighting description

Technical 60%

Commercial 30%

Social Value 10%

Other information

Payment terms

Based on deliverables

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

NHS England

- Public Procurement Organisation Number: PDPT-3135-BWWY

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United Kingdom

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Region: UKI45 - Lambeth

Organisation type: Public authority - central government