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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 000-006011

Procurement identifier (OCID): ocds-h6vhtk-0568b7

Published 23 January 2026, 8:35am

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

The description provided has been updated to better reflect the requirements.

### **Scope**

### **Reference**

C413258

## **Description**

By developing an understanding of user needs across the NHS, exploring feasible design options, and identifying constraints and dependencies, this project aims to design a national, holistic model for patient feedback across the NHS in England. The model will set out an overview of how the NHS collects, processes and disseminates feedback data that is purpose driven, cohesive, effective and designed to support improvement. In addition to the model design, the project will produce an implementation roadmap to support the transition from the current state to the future state.

## **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

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## **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)

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## **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

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### **Award criteria**

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

### **Weighting description**

Technical 60%

Commercial 30%

Social Value 10%

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## **Other information**

### **Payment terms**

Based on deliverables

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### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **Contracting authority**

### **NHS England**

- Public Procurement Organisation Number: PDPT-3135-BWWY

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

United Kingdom

Contact name: Janice Brodie

Email: [janice.brodie@nhs.net](mailto:janice.brodie@nhs.net)

Website: <https://www.england.nhs.uk/>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government