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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

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