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Planning

Provision of NHS Friends and Family Test Solution

Lewisham and Greenwich NHS Trust
NHS South East London Integrated Care Board

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-011201

Procurement identifier (OCID): ocds-h6vhtk-064ab9

Published 9 February 2026, 4:24am

Scope

Reference

C420902

Description

The Authority is seeking a provider to deliver an NHS Friends and Family Test (FFT) patient experience feedback solution. The FFT project aims to procure a modern, NHS-compliant and innovative system that enables enhanced digital and multi-channel feedback collection, automated analysis, robust reporting, and seamless integration with existing Trust systems.

This project seeks to improve current cost levels while significantly enhancing usability, scalability, accessibility, and reporting efficiency. The solution must fully align with NHS England reporting standards, digital transformation objectives, and NHS data governance requirements.

Total value (estimated)

- £271,975 excluding VAT
- £326,370 including VAT

Above the relevant threshold

Contract dates (estimated)

- 5 May 2026 to 4 May 2029
- Possible extension to 4 May 2031
- 5 years

Main procurement category

Services

CPV classifications

- 64212100 - Short Message Service (SMS) services
- 79311100 - Survey design services

Engagement

Engagement deadline

30 April 2025

The engagement was carried out before this notice was published.

Engagement process description

The Contracting Authority carried out limited and informal preliminary market engagement with suppliers to understand current market capability, explore innovation, and assess overall market capacity.

Participation in this engagement does not confer any advantage in the procurement process and did not form part of any evaluation.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

10 February 2026

Contracting authorities

Lewisham and Greenwich NHS Trust

- Public Procurement Organisation Number: PXWX-8443-ZQYT

High Street

London

SE13 6LH

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Contact name: Sandra Baiden

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

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - central government

NHS South East London Integrated Care Board

- Public Procurement Organisation Number: PMLZ-8385-VMTM

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Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - central government

Contact organisation

Contact Lewisham and Greenwich NHS Trust for any enquiries.