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Not applicable

## **Patient/Citizen Communications & Engagement Solutions**

NHS Shared Business Services

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-013940

Procurement identifier (OCID): ocds-h6vhtk-02ba1f

Published 18 June 2021, 4:51pm

### **Section I: Contracting authority/entity**

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

NHS Shared Business Services

Halyard Court, 31 Broadway, The Quays

Salford

M50 2UW

#### **Contact**

Aidan Woodward

#### **Email**

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#### **Telephone**

+44 7395253735

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**National registration number**

05280446

**Internet address(es)**

Main address

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

Buyer's address

<https://nhssbs.eu-supply.com/ctm/Company/CompanyInformation/Index/39>

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## **Section II: Object**

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

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

Patient/Citizen Communications & Engagement Solutions

Reference number

CARAS

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

- 64000000 - Postal and telecommunications services

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

Services

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

The objective of the Patient/Citizen Communications & Engagement Solutions Framework is to enhance interactions with citizens as they access the healthcare system to ensure all patients receive reminders, alerts and support when needed. Switching to a more customer focused solution including online patient portals and patient self-service functionality will lead to more successful patient pathways and experience.

The framework aims to provide a simple, effective, efficient, and compliant route to market for the supply of communication methods to engage with patients, citizens and the workforce across NHS organisations and wider public sector bodies.

It provides access to communications, alerts, reminders, and appointment technology, through a range of communication channels with Digital First, but ensuring inclusion is maximised by offering traditional methods such as Phone, Mail and SMS. Friends and Family Test (FFT) surveys can also be commissioned.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2021/S 000-012974](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Date: 09/07/2021

Instead of

Date

9 July 2021

Local time

12:00pm

Read

Date

16 July 2021

Local time

12:00pm

Section number

IV.2.7

Place of text to be modified

Date: 09/07/2021

Instead of

Date

9 July 2021

Local time

12:00pm

Read

Date

16 July 2021

Local time

12:00pm