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Planning

National Cancer Patient Experience Survey 2025-2029

NHS England

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-019718

Procurement identifier (OCID): ocids-h6vhtk-047323

Published 27 June 2024, 4:32pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

7-8 Wellington Place

Leeds

LS1 4AP

Contact

Jacqueline Powell

Email

jacqueline.powell9@nhs.net

Telephone

+44 7919528167

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

National Cancer Patient Experience Survey 2025-2029

Reference number

C283380

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

National Cancer Patient Experience Survey 2025-2029

II.1.5) Estimated total value

Value excluding VAT: £3,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79311000 - Survey services

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

Main site or place of performance

Leeds

II.2.4) Description of the procurement

The 2025-2029 contract will include preparation of the survey materials; sending out questionnaires; receiving and managing responses and producing outputs. The survey currently uses a 'mixed mode' methodology. Questionnaires are sent by post and two reminder letters are sent to non-responders. Each letter includes information about how to complete the questionnaire online.

NHS England are interested in updating the survey methodology to encourage online completion and/or maximise response rate. This may involving using SMS reminders whilst continuing to provide paper to minimise bias. Suppliers will be encouraged to suggest methodologies which increases online completion without impacting non-response bias or response rate.

The current survey results are actively used by providers, Cancer Alliances and charities to identify where care is working well and how NHS cancer services across England can be improved. The survey supports the objectives set out in "Achieving world-class cancer outcomes: a strategy for England 2015-2020" and the NHS Long Term Plan Implementation Framework which explains that "Cancer Alliances will need to set out how the plans will address unwarranted variation, improve patient experience, and be supported by appropriate workforce."

II.2.14) Additional information

To register your interest in this project and access and to access details for this opportunity, please go to NHS England's e-Tendering portal, Atamis at: <https://health-family.force.com/s/Welcome>. You can then search for the opportunity and access any further information by searching for "C283380 National Cancer Patient Experience Survey 2025-2029". Clarification questions and RFI responses must be submitted via the NHS England's e-Tendering portal, Atamis. The deadline for asking clarification questions will close on 5 July, NHS England will respond to all clarification questions by 10 July and the deadline for RFI responses to be submitted is 12 noon Friday 19 July 2024.

Any procurement conducted as a result of this notice will be advertised separately and any and all organisations wishing to participate in the procurement exercise will need to respond to that procurement advertisement as and when it is published, anticipated to be advertised early September 2024.

II.3) Estimated date of publication of contract notice

2 September 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No