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Planning

Pre-Market Engagement – Patient Centred Contact Transformation (PCCT)

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

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

Notice identifier: 2025/S 000-020476

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Published 12 May 2025, 1:41pm

Scope

Description

Introduction

Cwm Taf Morgannwg University Health Board (CTMUHB) is embarking on a highly ambitious programme of work that will see the transformation of our patient contact services. The purpose of the Pre-Market Engagement (PME) exercise is to understand the art of the possible in terms of innovative digital solutions to aid the transformation of patient centred contact services.

The Health Board is seeking to understand the solutions currently available in the marketplace to help refine our overall requirements, prepare the market for a future opportunity, and explore the art of the possible in creating a world leading contact service for patients and citizens. We want to be able to maximise the opportunity of the latest technology to offer a simplified, responsive and omnichannel service. This transformation will be underpinned by the procurement of technological solutions that enable the redesign of the processes, communication mechanisms and functions that support patient contact throughout the patient pathway. Please note that this is not a call for competition.

Background

Cwm Taf Morgannwg University Health Board (CTMUHB) provides Primary, Secondary, Community and Mental Health Services to the 450,000 people living in three County Boroughs: Bridgend, Merthyr Tydfil, and Rhondda Cynon Taf.

At Cwm Taf Morgannwg UHB, providing great health care to our community is our number one priority and we are committed to improving the outcomes for the patients and region that we serve. Every contact a patient has with our services will have a lasting impact and we want to provide the best possible service at every stage of the patient's healthcare journey, making every contact count.

Contract dates (estimated)

- 7 July 2025 to 6 July 2026
- Possible extension to 6 July 2027
- 2 years

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support
- 48000000 - Software package and information systems
- 64000000 - Postal and telecommunications services

Contract locations

- UKL17 - Bridgend and Neath Port Talbot

- UKL15 - Central Valleys

Engagement

Engagement deadline

26 May 2025

Engagement process description

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Aim

Our aim is to fundamentally transform the provision of patient contact services, from a paper driven and resource heavy model, to a service model that delivers patient-centered, digitally enabled, streamlined contact services.

Our patients and citizens will, according to their preference: -

- Interact with our health services digitally to optimise their health and wellbeing at home.
- Where health services are required, they will be able to digitally communicate with health board in an easy and accessible way that is appropriate for their presenting query.
- Throughout their healthcare journey, patients will receive communication on outcomes of appointments (letters), treatments and plans enabling greater communication and co-production along their healthcare journey to support individualised care.
- All underpinned by the procurement of digital solutions that enhance patient experience, support increased productivity and a reduction in manual tasks e.g. by optimising automation /AI/Voice to screen technology.

OBJECTIVE

To Transform and consolidate patient contact services by delivering the culture, capability and environment in which patients and citizens can interact with the health board using intuitive/omnichannel technology.

Outcome: Patients will be able to communicate with the Health Board via an omnichannel platform, giving patients a choice about how they wish to communicate with us as a Health Board, whether that be digitally or via a person. The way in which patients contact us will be streamlined to ensure that patients get a rapid and appropriate response to their query, improving patient experience and reducing potential anxiety caused by patients trying to navigate a large and complex health system.

Benefits

- Improving patient empowerment, experience and accessibility
- Increasing productivity & efficiency

KEY OBJECTIVE: Deliver a reduction in the transaction cost of managing a patient through our systems from point of referral to the conclusion of their treatment

Suppliers are to deliver a benefits-driven redesign of the end-to-end clinical correspondence workflow maximising the opportunities of Artificial Intelligence, Voice to Screen, digital dictation and an automated workflow. Including - Creation of the content by the clinician, (this could be via a virtual consultation platform), validation and sign-off and sent digitally to the patients or via post.

Outcome

Our clinicians and administrative colleagues will spend less time of the creation and production of clinical correspondence due to automation of workflow and the removal of non-value adding steps, freeing up more time for care and a greater focus on higher value tasks. Patients will (if they choose) have correspondence sent to them in real-time via a platform enhancing patient experience.

Benefits:

- Improved patient and staff experience
- Increase productivity and turnaround time for administrative and clinical correspondence
- Improved patient safety
- Optimisation of resource
- Reduction in associated costs

CTMUHB is looking to explore the market and across several areas of Patient Contact including the automation of processes that currently cause high volume calls. Areas include, but shall not be limited to: -

- Single Point of Contact (Call Centre Technology with Omnichannel Access)
- Voice to Screen/AI/Dictation of clinical correspondence and clinical workflow
- A solution to send correspondence to patients digitally or via post
- A platform that enables patients to digitally access information and communication sent from the Health Board and respond.
- Video/Virtual consultation that produces an output including workflow

Any proposed solution must integrate with national architecture and local systems and comply with national UK and Welsh standards on Information Governance and Cyber Security.

In response to this PME exercise, please ensure that the following requirements are met, including but not limited to the ones listed below:

- Taking into account the information provided above - please provide a solution to the overall requirement.
- How the proposed solution will integrate with national architecture and local systems and comply with national UK and Welsh standards on Information Governance and Cyber Security.
- How the solution can provide added value to the health board.
- List any framework agreements that your organisation holds a position.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

30 May 2025

Contracting authority

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

- Public Procurement Organisation Number: PXWV-6492-CGMN

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Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales