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Contract

## **NHS Patient Survey Programme (Lot 2)**

Care Quality Commission

F20: Modification notice

Notice identifier: 2021/S 000-025451

Procurement identifier (OCID): ocds-h6vhtk-02ead8

Published 12 October 2021, 11:57am

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

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

Care Quality Commission

Citygate

NEWCASTLE-UPON-TYNE

NE1 4PA

#### **Contact**

Anthony Hutchinson

#### **Email**

[Anthony.Hutchinson@cqc.org.uk](mailto:Anthony.Hutchinson@cqc.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.cqc.org.uk>

Buyer's address

<https://www.cqc.org.uk>

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## **Section II: Object**

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

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

NHS Patient Survey Programme (Lot 2)

Reference number

CQC PSO 114

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

- 79311000 - Survey services

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

Services

### **II.2) Description**

#### **II.2.1) Title**

NHS Patient Survey Programme - Co-ordination Centre for Mixed Methods

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 79310000 - Market research services

- 79320000 - Public-opinion polling services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement at the time of conclusion of the contract:**

CQC collects, analyses and uses a range of intelligence that can inform us about peoples experiences of care. Part of that information comes from people who have recently used specific NHS services and are asked about their experiences as part of a NHS Patient Survey Programme delivered by CQC (see definitions below regarding national survey). The programme is designed to capture the views of representative samples of patients in a systematic way from all eligible NHS trusts in England. Each survey contains a set of questions that is designed and tested to provide insight into people's experiences and to highlight areas where individual providers could improve how they provide services. The programme currently includes annual surveys of adult inpatients and community mental health services. CQC also undertakes 3 acute surveys on a biennial schedule: maternity services, emergency department services and children's and young people's inpatient and day case services. Information on all of these surveys is available on the 2 websites stated below. Typically, the surveys are sent to a sample of between 850-1 250 patients, who meet specific eligibility criteria, per provider. The sample is drawn from people who have experienced care in a specified month, or months and on average between 25 % and 50 % of eligible patients respond. The results of these surveys, including local and national reports, are published on CQC's own website and NHS Surveys along with the guidance and tools used to deliver the survey. The strategic direction for the NHS Patient Survey Programme for the period covered by this procurement process sets out CQC's proposals to develop the programme in three main ways:

- (i) create a digital method of survey delivery utilising mobile phones and potentially email addresses. The digital solution will be part of a mixed methods approach to surveys which will reduce the costs of running the programme for trusts and allow us to, potentially, increase frequency and sample sizes with minimal cost impact;
- (ii) support CQC's next phase approach (see, for example, the consultation response for the first wave on our website) for regulating providers where CQC has already inspected and rated every provider by potentially allowing CQC to increase the frequency of surveys and sample sizes;
- (iii) review opportunities for collecting people's views on the quality of new care models as they emerge or on the quality of care in local areas and health systems.

CQC is seeking to appoint a contractor to deliver a co-ordination centre service and to act

as an expert partner in the development and delivery of CQC's NHS Patient Survey Programme. The co-ordination centre works, on contract, directly with CQC and other commissioners to deliver and continuously improve the national surveys and survey products, by:

- (i) working with commissioners to deliver surveys and survey products including, for example, undertaking development work and pilots, providing expertise on methods and processes, analysing data and producing outputs, and
- (ii) support and work with, approved contractors to deliver surveys locally, for example through the development of guidance, webinars and central checks on samples.

CQC expects the anticipated programme cost envelope will be 1 067 000 GBP per annum. This is split between both the co-ordination centre for existing methods (Lot 1) and the co-ordination centre for mixed methods (Lot 2), with costs allocated to Lot 1 being higher in year 1 than subsequent years as CQC implements its strategy for the programme. However, as this contract will be utilised on a call-off basis, CQC does not guarantee any work either to providers of services or from other commissioners and requirements may be called-off as and when required by commissioners. Please also note that CQC may procure additional services through the contract to accommodate programme enhancements (survey volume, frequency or coverage).

## **II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Duration in months

36

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2019/S 249-618899](#)

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## **Section V. Award of contract/concession**

### **Contract No**

CQC PSO 114

**Lot No**

2

**Title**

NHS Patient Survey Programme - Co-ordination Centre for Mixed Methods

**V.2) Award of contract/concession****V.2.1) Date of conclusion of the contract/concession award decision:**

20 December 2019

**V.2.2) Information about tenders**

The contract/concession has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor/concessionaire**

Market and Opinion Research t/a Ipsos MORI

3 Thomas More Square

London

E1W 1YW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £10,670,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 79311000 - Survey services

#### **VII.1.2) Additional CPV code(s)**

- 79310000 - Market research services
- 79320000 - Public-opinion polling services

#### **VII.1.3) Place of performance**

NUTS code

- UK - United Kingdom

#### **VII.1.4) Description of the procurement:**

CQC collects, analyses and uses a range of intelligence that can inform us about peoples experiences of care. Part of that information comes from people who have recently used specific NHS services and are asked about their experiences as part of a NHS Patient Survey Programme delivered by CQC (see definitions below regarding national survey). The programme is designed to capture the views of representative samples of patients in

a systematic way from all eligible NHS trusts in England. Each survey contains a set of questions that is designed and tested to provide insight into people's experiences and to highlight areas where individual providers could improve how they provide services. The programme currently includes annual surveys of adult inpatients and community mental health services. CQC also undertakes 3 acute surveys on a biennial schedule: maternity services, emergency department services and children's and young people's inpatient and day case services. Information on all of these surveys is available on the 2 websites stated below. Typically, the surveys are sent to a sample of between 850-1 250 patients, who meet specific eligibility criteria, per provider. The sample is drawn from people who have experienced care in a specified month, or months and on average between 25 % and 50 % of eligible patients respond. The results of these surveys, including local and national reports, are published on CQC's own website and NHS Surveys along with the guidance and tools used to deliver the survey. The strategic direction for the NHS Patient Survey Programme for the period covered by this procurement process sets out CQC's proposals to develop the programme in three main ways:

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#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Duration in months

48

#### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£1,493,167

#### **VII.1.7) Name and address of the contractor/concessionaire**

Market and Opinion Research t/a Ipsos MORI

3 Thomas More Square

London

E1W 1YW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

#### **VII.2) Information about modifications**

##### **VII.2.1) Description of the modifications**



Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The initial contract included a clause to extend the contract for a further 12 months. This was subject to approval of funding for the extension period. Approval for this funding has now been given and the authority is now exercising the option to extend the contract with the expiry date now being 30th November 2022.

Funding for the initial 3 years covering all 3 Lots was approved for £3,289,881. Funding has now been approved for a further £1,314,000 for the extension period. While a value is stated for each Lot, this is a nominal figure as each Lot will be funded from the approved sum depending on use.

#### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Extension exercised as per the clause in the contract which was subject to further approval of funding which was not included in the original OJEU notice.

#### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £1,067,000

Total contract value after the modifications

Value excluding VAT: £1,493,167