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Awarded contract

NHS Patient Survey Programme (Lot 3)

Care Quality Commission

F20: Modification notice

Notice reference: 2021/S 000-025454

Published: 12 October 2021, 12:02pm

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

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>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHS Patient Survey Programme (Lot 3)

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 - Approved Contractor Framework

Lot No

3

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

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

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

Section V. Award of contract/concession

Contract No

CQC PSO 114

Lot No

3

Title

NHS Patient Survey Programme - Approved Contractor Framework

V.2) Award of contract/concession

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

28 February 2019

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: Yes

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

Picker Institute Europe

Buxton Court, 3 West Way

Oxford

OX2 0JB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

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

Patient Perspective Ltd

Standingford House, 26 Cave Street

Oxford

OX4 1BA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

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

Quality Health Ltd

Unit 1, Holmewood Business Park

Chesterfield

S42 5US

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

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

BMG Research Ltd

Beech House, Greenfield Crescent

Birmingham

B15 3BE

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: £1,155,881

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

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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- (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.

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- (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).

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:

£1,617,547

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

Picker Institute Europe

Buxton Court, 3 West Way

Oxford

OX2 0JB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

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

Patient Perspective Ltd

Sandingford House, 26 Cave Street

Oxford

OX4 1BA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

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

Quality Health Ltd

Unit 1, Holmewood Business Park

Chesterfield

S42 5US

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

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 framework included a clause to extend the framework 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 framework with the expiry date now being 30th November 2022. The extension does not apply to BMG Research Ltd who have decided not to take up the option of the extension.

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 framework 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: £1,155,881

Total contract value after the modifications

Value excluding VAT: £1,617,547