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Planning

## **Patient Engagement Portal (PEP)**

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-041626

Procurement identifier (OCID): ocids-h6vhtk-04cd2b

Published 31 December 2024, 10:58am

### **Section I: Contracting authority**

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

Hampshire and Isle of Wight Healthcare NHS Foundation Trust

Tatchbury Mount, Calmore

Southampton

SO40 2RZ

#### **Contact**

Helen Grieves

#### **Email**

[helen.grieves@southernhealth.nhs.uk](mailto:helen.grieves@southernhealth.nhs.uk)

#### **Telephone**

+44 2382311447

#### **Country**

United Kingdom

**Region code**

UKJ32 - Southampton

**Internet address(es)**

Main address

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

Buyer's address

<https://www.HIOWhealthcare.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

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

Patient Engagement Portal (PEP)

#### II.1.2) Main CPV code

- 48000000 - Software package and information systems

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

Hampshire and Isle of Wight Healthcare NHS Foundation Trust provides community mental, physical, and learning disability health services, as well as community hospitals and specialist inpatient units, for a population of 1.5 million people, with a staff base of 12,500.

The Trust is looking for a Patient Engagement Portal (PEP) solution. The Trust has mature digital capabilities when working in partnership with suppliers and is working towards the completion of the NHS England Digital maturity standards of which a PEP is a key deliverable.

The PEP solution must currently be being used within an existing NHS Trust (preferably a Mental Health / Community Trust). The ability to interoperate with multiple electronic patient record solutions is a key requirement for the PEP.

The solution needs to meet the detailed below requirements.

We are looking to hold preliminary market engagement sessions (virtually) across three days (23rd, 24th and 28th January) to understand solutions available within the market. If you have a solution that meets these requirements, please contact Helen Grieves, Procurement Category Manager on [Helen.Grieves@southernhealth.nhs.uk](mailto:Helen.Grieves@southernhealth.nhs.uk) and you will be provided a slot.

Please ensure you provide the following information;

- Full Company name and address.
- Main and Secondary Contact name, title, email and office base addresses.
- Details of which NHS organisations are using your solution, including the type of NHS

trust they are.

- Statement confirming that your solution is able to meet the above requirements.

#### **II.1.5) Estimated total value**

Value excluding VAT: £800,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

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

- 48100000 - Industry specific software package

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

NUTS codes

- UKJ3 - Hampshire and Isle of Wight

#### **II.2.4) Description of the procurement**

Hampshire and Isle of Wight Healthcare NHS Foundation Trust provides community mental, physical, and learning disability health services, as well as community hospitals and specialist inpatient units, for a population of 1.5 million people, with a staff base of 12,500.

The Trust is looking for a Patient Engagement Portal (PEP) solution. The Trust has mature digital capabilities when working in partnership with suppliers and is working towards the completion of the NHS England Digital maturity standards of which a PEP is a key deliverable.

The PEP solution must currently be being used within an existing NHS Trust (preferably a Mental Health / Community Trust). The ability to interoperate with multiple electronic patient record solutions is a key requirement for the PEP.

The solution needs to meet the following requirements:

- Appointments - see all future appointments including location and date, with the ability to link into a portal to view more detail. Ability for Patient to book, reschedule and cancel appointments via direct integration with the EPRs. It is crucial to adhere to the System Requirement Specification (SRS) provided by NHS England.
- Care Plans and Assessments - for patients to be able to access their care plans and assessments via the Portal.

- Clinical Questionnaires and Online Forms - The ability to create custom questionnaires and forms for the purpose of collecting clinical information linked to the Patient Record.
- Clinical Record Access - Ability to access defined parts of the Clinical records e.g. Immunisations, Screening records.
- Letters - Ability for Patients and Carers to view Patient letters
- Messages/2 Way Communications - Two way initiated individual messaging between a patient and clinical teams with a record of the conversation recorded in the EPRs.
- Notifications - The ability to send pre-defined notifications individually to patients or to defined cohorts of patients. Ability for portal administrators to automate task and alerts/notifications
- Patient Profile - section of the Portal that allows Patients to manage their Portal account and change preferences e.g. Communication preferences, language, accessibility requirements.
- Patient Resource and Education - The ability to provide links to advice and support both local and national. The ability to upload individual content for patients to use e.g. workbook for them to complete between appointments.
- Proxy Access - The Portal must allow for Proxy access to be given so that records can be accessed on behalf of the Patient e.g. Carers. It must be possible for patients to select which areas of the Portal to share with others e.g. carer or voluntary sector.
- Reports and Dashboards - Ability to extract data and/or create in-built reports
- NHS App - Ability to sign in to the Portal via the NHS App but there should also be the ability to sign in directly to Portal. Integration with NHS App to surface information from the Portal which currently includes Appointments, Letters, Forms and Results. To continue to meet the requirements of the Wayfinder programme to service data via the NHS App.
- Patient Data - All patient data MUST be held in the EPR to maintain a full clinical record.

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Please ensure you provide the following information;

- Full Company name and address.
- Main and Secondary Contact name, title, email and office base addresses.
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- Statement confirming that your solution is able to meet the above requirements.

### **II.3) Estimated date of publication of contract notice**

31 December 2024

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## **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