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Planning

## **Future of Patient Feedback : A Roadmap For Measurement, Insight and Improvement**

NHS England

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

Notice identifier: 2025/S 000-044094

Procurement identifier (OCID): ocds-h6vhtk-056899

Published 30 July 2025, 9:44am

### **Scope**

### **Reference**

C379029

### **Description**

NHS England is looking to the market to comment on a draft specification for the Future of patient feedback and also understand the capacity and capability of the market to understand how this potential opportunity may be procured. We are asking potential providers to complete the Request for Information document included within the Documents section on this portal.

In line with the 10YHP three shifts, Quality Strategy, and evolving digital capabilities, we are seeking approval to spend £400,000 in financial year 25/26 to commission work to scope and design a future state and possible implementation road map for the system wide collection, analysis and presentation of feedback from people using the NHS. The programme 'Future of patient feedback: a roadmap for measurement and improvement' will set out options for the design of a sustainable and holistic insight system, with

ambitions of enabling utility of experience data in different forms, freeing up capacity to make improvements to quality, and to ensure that we are measuring what matters through easily navigable and inclusive feedback routes. The programme will explore digital capabilities offered by the NHS App and FDP to allow optimal capture and utility of care experiences.

### **Total value (estimated)**

- £400,000 excluding VAT
- £480,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 17 November 2025 to 16 April 2026
- Possible extension to 15 July 2026
- 7 months, 29 days

### **Main procurement category**

Services

### **CPV classifications**

- 79315000 - Social research services

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### **Engagement**

## **Engagement deadline**

20 August 2025

## **Engagement process description**

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

22 September 2025

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## Contracting authority

### NHS England

- Public Procurement Organisation Number: PDPT-3135-BWWY

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

United Kingdom

Email: [janice.brodie@nhs.net](mailto:janice.brodie@nhs.net)

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government