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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 000-044137

Procurement identifier (OCID): ocds-h6vhtk-0568b7 ([view related notices](#))

Published 30 July 2025, 10:43am

Scope

Reference

C379029

Description

NHS England is looking to the market to comment on a draft specification for the project “The Future of Patient Feedback – A Roadmap for Measurement, Insight and Improvement”, 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. Crucially, the programme will design a future feedback model that is accessible, inclusive, and reflective of the full diversity of patient health journeys. It will align with strategic enablers such as the NHS App and Federated Data Platform (FDP), and support implementation of the commitments set out in the NHS 10YHP.

To access the RFI please follow the link:

<https://health-family.force.com/s/Welcome> Reference C379029

Total value (estimated)

- £0 excluding VAT
- £0 including VAT

Above the relevant threshold

Contract dates (estimated)

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

Main procurement category

Services

CPV classifications

- 79315000 - Social research services

Engagement

Engagement deadline

20 August 2025

Engagement process description

Request for Information via <https://health-family.force.com/s/Welcome>

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

22 September 2025

Contracting authority

NHS England

- Public Procurement Organisation Number: PDPT-3135-BWWY

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Organisation type: Public authority - central government