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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

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

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## **Engagement**

### **Engagement deadline**

20 August 2025

## **Engagement process description**

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

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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

Telephone: 07702416744

Email: [commercial@nhs.net](mailto:commercial@nhs.net)

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government