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Contract

# NHSE H&J London - Adult Patient & Public Voice Procurement

NHS England

UK7: Contract details notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-067247

Procurement identifier (OCID): ocds-h6vhtk-0564cb (view related notices)

Published 21 October 2025, 4:44pm

#### Scope

#### Reference

C377296

#### **Description**

Adult Patient & Public Voice services to support all H&J London ADULT services by providing Independent lived experience and patient and public voice input as part of the H&J London Commissioning Process.

# Contract 2. NHSE H&J London - Adult Patient & Public Voice Procurement

## **Supplier**

• User Voice

#### **Contract value**

- £324,072 excluding VAT
- £397,440 including VAT

Above the relevant threshold

#### **Date signed**

14 October 2025

#### **Contract dates**

- 20 October 2025 to 19 October 2028
- Possible extension to 19 October 2029
- 4 years

Description of possible extension:

Up to one year

#### Main procurement category

#### Services

# **Options**

The right to additional purchases while the contract is valid.

Subject to satisfactory performance and available funding

## **CPV** classifications

• 85000000 - Health and social work services

# **Key performance indicators**

Name	Description	Reporting frequency
Operation Model	1) The PPV provider will work to an agreed 'Operation Model' as identified in the NHSE H&J PPV Service Specification, for the duration of the contract.	
Performance Activity	2) The PPV Provider will submit performance management, delivery, and outcome activity via Quarterly PPV Summary Reports (reflective) & Quarterly Delivery Plan (forward planning) within agreed timelines and on specified deadline dates for the juration of the contract.	

Name	Description	Reporting frequency
Service Users	3) The PPV Provider will	3 months
	ensure that Service Users w	vith
	real lived experience are	
	always an equal part of the	
	NHSE, Health & Justice	
	Commissioned Projects & P	PPV
	Engagement, as a key part	of
	the agreed NHSE H&J Adul	t
	PPV Contract.	

# Other information

# Conflicts assessment prepared/revised

Yes

# **Procedure**

# **Procedure type**

Open procedure

# **Supplier**

#### **User Voice**

• Public Procurement Organisation Number: PVLL-4825-RTTG

20 Newburn Street, London, SE11 5PJ

London

**SE11 5PJ** 

**United Kingdom** 

Email: fundraising@uservoice.org

Region: UKI45 - Lambeth

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2. NHSE H&J London - Adult Patient & Public Voice Procurement

# **Contracting authority**

## **NHS England**

• Public Procurement Organisation Number: PDPT-3135-BWWY

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

# United Kingdom

Email: <a href="mailto:commercial@nhsengland.nhs.net">commercial@nhsengland.nhs.net</a>

Website: <a href="https://www.england.nhs.uk/">https://www.england.nhs.uk/</a>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government