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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.	12 months
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 duration of the contract.	3 months

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

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@uservice.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: commercial@nhsengland.nhs.net

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government