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Planning

Friends and Family Test Messaging Provision

Mid and South Essex NHS Foundation Trust

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

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Scope

Reference

W212857

Description

The NHS Friends and Family Test (FFT) is an important tool to help people who use NHS services have the opportunity to provide feedback on their experience.

The FFT was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Since the FFT was launched in 2013, millions of patients have submitted feedback. It's used by most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, and patient transport.

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- Possible extension to 31 March 2028
- 2 years

Main procurement category

Services

CPV classifications

- 64212100 - Short Message Service (SMS) services

Contract locations

- UKH3 - Essex

Engagement

Engagement deadline

12 December 2025

Engagement process description

Mid and South Essex NHS Foundation Trust are interested to understand what solutions or delivery models might be possible, and how the market could help us achieve the intended outcomes for Friends and Family Test.

We are not seeking detailed proposals or formal commitments, we would like to invite suppliers to share ideas, innovations, and approaches for how the requirement outlined in the attached document could be met.

Contracting authority

Mid and South Essex NHS Foundation Trust

- Public Procurement Organisation Number: PBVJ-9475-ZCMD

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Organisation type: Public authority - central government