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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](#)

Notice identifier: 2025/S 000-077999

Procurement identifier (OCID): ocids-h6vhtk-05ea77

Published 28 November 2025, 11:10am

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

Missing the link to Atamis

### **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

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## 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.

To obtain further information, including all documentation, please follow these steps:

1. Log in to the supplier portal at <https://health-family.force.com/s/Welcome>
2. Locate the opportunity using
3. Click Register Interest C404521

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## Contracting authority

### Mid and South Essex NHS Foundation Trust

- Public Procurement Organisation Number: PBVJ-9475-ZCMD

Nethermayne

Basildon

SS16 5NL

United Kingdom

Contact name: Ben La Rocca

Email: [benjamin.larocca@nhs.net](mailto:benjamin.larocca@nhs.net)

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

Region: UKH37 - Essex Thames Gateway

Organisation type: Public authority - central government