

Patient/Citizen Communications & Engagement Solutions

Reference: SBS10175

When does the framework agreement start?

01 Nov 2021 – 31 Oct 2023 (with option to extend to 2025)

Who can take advantage of the framework?

NHS and Public Sector organisations

What does the framework cover?

This framework covers one and two way communications for patients and citizens through a range of solutions and communication channels; Digital (Online) Communications, Email, SMS, Interactive voice response (IVR), Agent Calls, Hybrid Mail, Surveys & Feedback (e.g. Friends & Family Test) and Workforce Communications. Lot 9 All-In-One solution allows a sole supplier to manage all communication channels via a single solution or provide Digital Transformation Advisory services.



What are the benefits of using the framework?

COMPLIANT ROUTE TO MARKET

A compliant procurement exercise has already been undertaken to ensure that the framework suppliers meet all key standards and requirements, saving valuable time and resources.

DIRECT AWARD

Ability to directly award a contract to approved suppliers on the framework providing a timely and compliant route to market to meet your requirements.

MINI COMPETITION

Opportunity to run a mini competition to meet the bespoke requirements of each organisation as well as helping to drive further competitive pricing.

CHOICE OF SUPPLIERS

A total of 29 suppliers have been awarded to the framework including Small and Medium Enterprises (SME).

QUALITY OF SERVICE PROVISION

The experience and capability of suppliers has been robustly tested via the procurement process to establish the framework agreement giving full confidence in the approved suppliers

GEOGRAPHIC COVERAGE

Suppliers are able to supply all regions and sub-regions of the UK

CLINICAL BENEFITS

- Reduce number of Did not Attend's (DNA)
- Improved patient journey and pathway
- Increased clinician and administration efficiencies
- Reduce backlog of urgent appointments
- Increased communication efficiency and response times
- Compliant route for Friends & Family Test (FFT) service
- Patient self-service and self-booking solutions
- Digitisation of workplace and processes

Find out more

E: NSBS.contractenquiries@nhs.net

For more information about our frameworks: [Frameworks Portfolio](#)



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Which suppliers are on the framework?

Supplier	Digital		Email	SMS	IVR	Calls	Hybrid Mail	Surveys	Workforce	Combined
	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6	Lot 7	Lot 8	Lot 9	
4net Technologies	X	X		X			X		X	
ACF Technologies	X	X								
Advanced Digital Innovation	X									
BT		X	X	X			X		X	
CFH Docmail						X				
Civica UK						X	X			
Conduent		X	X	X	X	X	X		X	
Content Guru		X	X	X			X		X	
Doxim Striata		X								
DrDoctor	X	X	X			X	X		X	
EBO	X						X			
FireText Communications			X							
Forfront		X								
Forth Communication	X	X	X			X			X	
Fusion Practices	X									
Healthcare Communications	X	X	X	X	X	X	X		X	
Link Mobility UK			X							
MBA Group						X				
Medallia							X			
Multitone Electronics								X		
Netcall Technology	X	X	X				X		X	
Netsfere	X	X	X					X	X	
Novacroft				X	X					
Quadient	X		X			X			X	
Service Level Management	X	X	X			X			X	
Synertec	X	X	X			X	X		X	
Talkdesk U.K.	X	X			X		X	X	X	
Vocera								X		
Webpost						X				

