

Ref. No: 0695
Date: 15/02/24
Subject: Patient Engagement Portal (PEP)

REQUEST

1. Does your Trust have a 'Patient Portal / Patient Engagement Portal (PEP)'? If yes:

- a. Who is the current provider?
- b. What is the name of the current solution?
- c. What is the start and end date of the contract?

If no:

d. Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'? If yes, when are you looking to go out to market and by what route?

Definition: A Patient Engagement Portal is a digital way for Trusts to communicate with patients, allowing patients to do things such as:

- ***View / confirm / cancel / change appointments digitally***
- ***View their appointment letters digitally***
- ***Send patients SMS reminders of appointments***
- ***Complete questionnaires digitally (such as pre / post operative assessments; PROMs / PREMs)***
- ***View self-help information relating to their care pathway***

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1st July 2023, as such parts of the response may be provided in two sections relating to the hospital sites of each of the legacy organisations.

1. Does your Trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

Yes

a. Who is the current provider?

Netcall

b. What is the name of the current solution?

Patient Hub

c. What is the start and end date of the contract?

October 2023 – October 2028