**Quotation for Digital Inclusion Community Outreach Activities: MyChart Patient Portal**

1. **Introduction**

The Apollo Programme would like commission an organisation to undertake community outreach activities to the value of £10,000 (including VAT) which will include workshops to help increase the number of sign-ups and usage of our patient portal “MyChart” in two main groups:

* People from ethnic minority groups
* People with learning disabilities / physical disabilities

The selection of these groups is based upon:

• Underrepresentation in MyChart sign-ups from members of certain groups (from current sign-up data)

• Recognition of the different barriers to accessing digital

The scope of this community outreach focuses on the local population in Southwark and Lambeth boroughs, recognising the modest funding available for this particular project and intention to engage the wider patient population in future work.

1. **Background**

Apollo is the name for an ambitious programme to introduce Epic (a leading electronic patient records system) across Guy’s and St Thomas’ and King's College NHS Foundation Trusts. Epic (which includes our patient portal, MyChart) launched on the 5th October 2023.

Epic brings together different systems from across hospitals and community services allowing us to keep patient information in one secure place, to share patient records safely and quickly with people involved in care, making the experience as a patient smoother, safer and more convenient.

We're also empowering our patients through the implementation of a new secure patient portal, called MyChart, which can be used on mobile, tablet or computer, allowing patients to securely and easily access portions of their health record, giving them more control over their care.

With MyChart, patients can:

• find test results and letters in one, easy place

• get more time in appointments by telling us what we need to know beforehand

• save time travelling by having a video appointment

• keep their medical information up to date

• share their health record with your GP

• invite friends and family to help manage their healthcare

1. **The Requirement**

We are looking to engage patients in an outreach piece, specific to the MyChart patient portal. We would like engagement to include one or more MyChart community outreach workshops to be held in a number of locations across Lambeth and Southwark (the exact number of workshops needed to meet the brief will be determined by the successful supplier.)

A set of qualitative / quantitative data (including demographics) collected from those who have taken part in the workshops and are willing to share their views, allowing us to:

* understand their experience of the workshops
* better understand user preferences and needs
* help identify measures we could take to address barriers to inclusion
* split the data by demographic category

A plan to support MyChart to enhance the platform and encourage sign-up in minority ethnic groups which will be measured by a quantifiable % increase of MyChart sign-ups from members of minority ethnic groups.

A plan to improve access and ongoing engagement and sign up from People with learning disabilities / physical disabilities- and their proxies.

Capturing patient/public feedback of their experience of using the app to date.

Any other deliverables as recommended by the successful supplier (such as a MyChart user group, sharing information about MyChart via existing digital inclusion outreach services and GP patient and public reference groups, etc.)

**Proposed timelines and timings**

• Community outreach work to take place – Early March/April 2024

• Actionable recommendations and outputs received – End of April/Start of May 2024

1. **Procurement Timetable**

|  |  |
| --- | --- |
| **Activity**  | **Date Due** |
| **Request for Quotation Published**  | **26/01/2024** |
| **Quotations to be submitted** | **16/02/2024** |

1. **Bidder Response Requirements**

Please send proposals including comparable experience, proposed approach, and a breakdown of costs, we anticipate that quotes will be reviewed week commencing 19th February 2024 and all bidders will know the outcome by 23rd February 2024.

Bidder quotes will be evaluated against the following criteria:

|  |  |
| --- | --- |
| **Experience** | * Working across Southwark and/or Lambeth borough
* Examples of workshops or community outreach and/or digital inclusion activity you have undertaken
* Quantifiable outputs from previous work and initiatives
* Relevant qualifications and skills of the team involved
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| **Approach**  | * Proposed approach to target the main groups specified
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| **Cost**  | * Please submit a cost proposal with a supporting breakdown
* Note our total budget is £10,000 inclusive of VAT
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Bidder’s submission must be provided in A4 MS Word/pdf and should be sent to:

Nav Balasingham

Programme Manager

Guy’s and St Thomas’ NHS Foundation Trust

Email: nav.balasingham@gstt.nhs.uk

1. **Terms and Conditions of Contract**

The proposed Contract would be subject to the NHS Standard Terms and Conditions for Provision of Services (Contract Version).

[NHS England » NHS terms and conditions for the procurement of goods and non-clinical services](https://www.england.nhs.uk/publication/nhs-terms-and-conditions-for-the-procurement-of-non-clinical-goods-and-services/#heading-2)

1. **Instruction to Suppliers**

No information contained in this document or in any communication made between the Authority and any bidder in connection with this document shall be relied upon as constituting a contract, agreement or representation that any contract shall be offered in accordance with this document. The Authority reserves the right, to change without notice the basis of, or the procedures for, the competitive process or to terminate the process at any time. Under no circumstances shall the Authority incur any liability to any supplier in respect of this document, any supporting documentation and/or the Quote process.