

Freedom of Information Act 2000 – Request Reference FoI/24/152
Patient Portal Details

Information Requested:

Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

If yes:

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

If no:

- 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?

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 Details:

The current providers are Healthcare Communications, who provide Envoy Messenger and are contracted until 28 February 2025; and My Clinical Outcomes who provide patient-reported outcome measures and patient-reported experience measures and are contracted until 30 December 2024.