

Patient Outcomes, Patient Experience Feedback, Friends & Family Test (FFT), Staff Surveys, Survey Consultancy & Audit

Pricing Document

G-Cloud 15

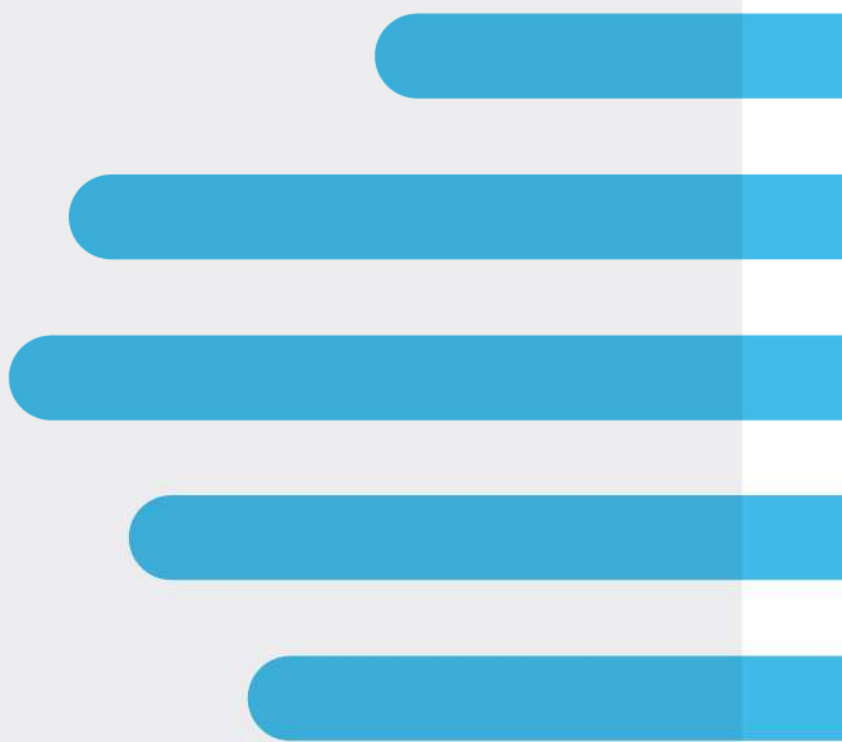


TABLE OF CONTENTS

Pricing 3

 Patient Experience 3

 IQVIA National Staff Surveys 4

 IQVIA National CQC Survey 5

 Invoicing 5

PRICING

Patient Experience

Our pricing model is based on access to an annual licence with unlimited access during that period. This includes multiple questionnaires and reports.

Managed service is included, IQVIA manages the principal services and build questionnaires and reports so there is significant time saving for client staff in administration, and in the capture, aggregation, analysis and reporting of data.

Individual modules are priced according to scale of anticipated client use (which often reflects the size of the client).

Pricing for the standard annual software licence is as follows:

Module	Price per annum for unlimited use (Ex VAT) 1 Year	Price per annum for unlimited use (Ex VAT) 2 Year	Price per annum for unlimited use (Ex VAT) 3 Year
FFT Module Only	£18,560.00	£14,435.00	£12,375.00
Patient Experience Module (including up to 20 surveys)	£26,805.00	£22,680.00	£19,580.00
Patient Experience set up (one off Charge)	£7,220.00	£7,220.00	£7,220.00
Audit	£26,805.00	£22,680.00	£19,580.00
Audit When Purchased with FFT or PE module	£18,560.00	£14,435.00	£12,375.00
Audit set up (one off charge)	£7,220.00	£7,220.00	£7,220.00
Workforce	£15,465.00	£12,375.00	£9,280.00
Workforce when Purchased with FFT or PE module	£10,310.00	£8,250.00	£5,155.00
Workforce Set up (one off charge)	£5,155.00	£5,155.00	£5,155.00

Additional consultancy services / reporting / project / development resource can be provided as an additional service with pricing calculated based upon individual needs and requirements of the organisation linked to the SFIA rate card.

Data capture, paper and SMS costs are all determined by volume used, IQVIA will agree the optimum usage rates with the customer.

IQVIA National Staff Surveys

Minimum number of staff	Max number of staff	Questionnaire cost per staff member 1 Year	Questionnaire cost per staff member 2 Year	Questionnaire cost per staff member 3 Year	Fixed cost for mixed mode methodology	Cost for a bespoke questionnaire
		Paper				
1	1,000	£2.78	£2.67	£2.56	£851.00	£567.00
1,001	2,500	£2.78	£2.67	£2.56	£851.00	£567.00
2,501	5,000	£2.78	£2.67	£2.56	£1,134.00	£851.00
5,001	10,000	£2.78	£2.67	£2.56	£1,418.00	£1,134.00
10,001	15,000	£2.67	£2.56	£2.27	£1,701.00	£1,418.00
15,001		£2.67	£2.56	£2.27	£1,985.00	£1,701.00
Minimum	£1,960					
		Online				
1	1,000	N/A	N/A	N/A		
1,001	2,500	£2.49	£2.38	£2.27		
2,501	5,000	£1.42	£1.31	£1.20		
5,001	10,000	£0.97	£0.86	£0.74		
10,001	15,000	£0.97	£0.86	£0.74		
15,001		£0.74	£0.63	£0.52		

Additional consultancy services / reporting / project / development resource can be provided as an additional service with pricing calculated based upon individual needs and requirements of the organisation linked to the SFIA rate card.

Data capture, paper and SMS costs are all determined by volume used, IQVIA will agree the optimum usage rates with the customer.

IQVIA National CQC Survey

Survey Type	SAMPLE SIZE	METHODOLOGY	1 YEAR COST (PER SURVEY)	2 YEAR COST (PER SURVEY)	3 YEAR COST (PER SURVEY)
Maternity Survey	Pricing based on minimum Sample of 300 (sampling criteria includes all eligible births in sampling window so organisation level sample sizes may vary)	Mixed Mode (paper & online): 4 postal mailings / 3 SMS reminders	£4,278.00	£4,175.00	£4,072.00
Inpatient Survey	1250 sample	Mixed Mode (paper & online): 3 postal mailings / 2 SMS reminders, plus additional paper questionnaire for patients aged 80+	£4,278.00	£4,175.00	£4,072.00
UEC Survey	1530 Sample (Split across Type 1 & 3)	Mixed Mode (paper & online): 3 postal mailings / 3 SMS reminders	£4,278.00	£4,175.00	£4,072.00
CYP Survey	1250 Sample (Split across 3 age cohorts 0-7; 8-11; 12-15)	Mixed Mode (paper & online): 3 postal mailings - 2 push to web & 1 paper questionnaire pack / 2 SMS reminders	£4,278.00	£4,175.00	£4,072.00
*Note that pricing is based on the National methodology prescribed as at January 2026. Any changes to the national criteria that materially affect requirements in respect of sample sizes, additional questionnaires, additional mailings etc. may result in amendments to the above pricing					

Invoicing

Clients are invoiced on the dates and at the intervals set out in an initial agreement. Payment is due thirty (30) days from the invoice date. Failure to pay by the due date may result in service being denied and/or suspended.

Contact IQVIA

For further information about this service please contact us at:

email: nhssolutions@iqvia.com

visit: www.iqvia.com/uk-nhs-solutions