

G-Cloud Service Definition

PROMs Collection Service

Crown
Commercial
Service
Supplier

G-Cloud NEC Health – PROMs Collection Service

Service Definition

This Service Definition is available to any medical service with more than 100 patients to collect PROMs, PREMs or CROMs for.

The service is provided by NEC Software Solutions UK Limited.

Pricing is valid for a minimum period of 2 years.

Overview of G-Cloud Service

Overview of Service

Our service is a 'blended' Patient-Reported Outcome Measures (PROMs) collection platform designed to help healthcare organisations capture high-quality patient feedback across any channel, in multiple languages, and with full accessibility support.

The platform enables commissioners, providers, and clinicians to collect PROMs from their local populations using the channels and methods patients already use, including SMS, email, web forms, QR codes, tablets / devices in clinic and as part of integrated clinical pathways. This channel-agnostic approach improves response rates, reduces administrative burden, and ensures inclusive participation. Paper and bi-direction telephone support can also be integrated to provide an inclusive patient engagement strategy.

With global experience in challenging environments our PROMs platform delivers the end-to-end PROMs lifecycle: survey design, multilingual delivery, secure data capture, validation, analysis, and reporting needed to ensure all data collected is valid and trusted for patient and service decision making. Standardised and custom PROMs can be deployed at scale or targeted to specific cohorts, pathways, or time points (for example, pre- and post-intervention). The platform also supports Patient Reported Experience Measures (PREMs) and Clinical Reported Outcome Measures (CROMs).

Accessibility is embedded by design. The service supports disability access requirements including adjustable text size, clear language modes, and alternative formats. Surveys can be delivered in multiple languages, allowing patients to respond in their preferred language without the need for manual translation or separate workflows.

Reporting can be a combination of scoring, RAG (Red Amber Green) rating or dashboard by patient, service or local population.

It integrates with existing clinical and operational systems via secure APIs, enabling PROMs data to be linked to wider outcomes reporting and service improvement initiatives.

Our service is suitable for use across acute, community, mental health, and social care settings, supporting evidence-based decision-making, regulatory reporting, and continuous improvement in patient-centred care.

Service

PROMs Collection is a user customised service running on the PRO-MAPP Personalised Pathway Platform hosting securely in the UK.

No IP is given or passed either way as part of this contract or license and remains the ownership of originating parties.

Platform License

The client is assigned a yearly license to use the platform for the delivery of the PROMs Collection service for use by staff and patients.

Some PROMs and CROMs require an additional license fee and agreement with the PROMs owner.

Maintenances, backup, and disaster recovery of the platform is included for the period of the contract.

A promotional graphic for NEC Software Solutions. It features a woman with dark curly hair, wearing a blue and green sleeveless top, looking down at a smartphone. The background is a solid orange color. In the top left corner, there are three social media icons (email, globe, and Twitter) followed by the text: frameworks@necsws.com, necsws.com, and @nec_sws. In the top right corner, the NEC logo is displayed. In the bottom left corner, there is a section titled 'About NEC Software Solutions' with a paragraph of text: 'Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.' Below this, the address '1st Floor, Bizspace, iMex Centre, 575-599 Maxted Rd, Hemel Hempstead HP2 7DX - 01442 768445' is listed.

✉ frameworks@necsws.com

🌐 necsws.com

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About NEC Software Solutions
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