

South East London Palliative and End of Life Care (SEL PEOLC)

Engagement with Patients and Carers – obtaining feedback and understanding the patient voice

Expression of Interest (EOI) Specification

1. Background and Context

The South East London (SEL) Palliative and End of Life Care (PEoLC) Programme is committed to improving the experience, quality, and accessibility of palliative and end of life care for all residents.

The Programme Team includes a Programme Manager and a Clinical Lead, who will provide the successful bidder with subject matter expertise and project guidance throughout.

Our vision is to ensure that people approaching the end of life receive personalised, high-quality care, are supported to make informed choices, and can access care in their preferred place, with appropriate support for families and carers.

There is a recognised need to:

- Better understand patient and carer experiences
- Identify what works well within the current system
- Identify gaps, barriers, and inequalities in access and experience
- Use lived experience to inform service improvement and commissioning decisions

Engagement with patients, carers, families, and communities across South East London is a key enabler of improving awareness, reducing inequalities, and ensuring services reflect population need.

2. Purpose of the EOI

We are seeking Expressions of Interest from suitably experienced organisations to deliver a programme of engagement with patients, carers, and bereaved relatives across South East London.

We are looking to work with the voluntary sector to reach into marginalised communities and communities whose voice we don't normally hear. As such, we will also consider consortium bids.

The purpose of this work is to:

- Capture lived experiences of people accessing palliative* and end of life care services in the NHS, Local Authority and VCSE sector across South East London
- Capture 'real life' stories that can be used in future programme activity, such as comms activity and project proposals
- Understand what works well and what does not work well for those at end of life in South East London
- Explore variation in experience across different population groups and boroughs
- Explore variation in care 'in hours' and 'out of hours'
- Identify
 - priorities for improvement across the system
 - Identify contacts who may be willing to provide feedback on future proposed solutions, and / or ideally assist with the future co-design of potential solutions.

*This includes, but is by no means limited to, specialist palliative care services.

3. Scope of Work

The appointed provider(s) will be expected to:

3.1. Engagement Delivery

- Design and deliver a robust programme to hear the voices of:
 - People approaching the end of life
 - Carers of people approaching the end of life
 - Bereaved families
- Use a range of inclusive methods, for example:
 - Focus groups
 - Structured interviews (1:1)
 - Community-based engagement
- Ensure engagement is accessible and sensitive to the needs of participants

Bidders should provide an estimation of indicative numbers of participants and demographics, including geographical spread.

The successful bidder will work with the programme team to agree how to identify and engage with people.

3.2. Inclusion and Inequalities

- Proactively engage with underserved and marginalised communities
- Demonstrate culturally competent approaches and inclusive engagement methods
- Capture experiences across diverse groups (e.g. ethnicity, diagnosis, age, socio-economic status)

3.3. Insight Generation

- From the engagement, identify:
 - Key themes
 - Good practice
 - Challenges and barriers
 - Opportunities for improvement
- Ensure findings are evidence-based and clearly articulated

3.4. Outputs

- A comprehensive final report*, including:
 - Methodology
 - Numbers of participant and demographics, including geographical spread
 - Key findings and themes
 - Case studies and quotes (anonymised)
 - Informal recommendations for areas of focus for system improvement

* We are flexible on the format of this report; it can be a written report, but we would also accept other formats such as video or podcast, as long as they are submitted with a written transcript.

4. Key Deliverables

Indicative deliverables include:

- Engagement plan and methodology
- Ethics and governance approach (including consent and confidentiality)
- Interim update(s)
- Final report

5. Key Principles

The work must align with the following principles:

- **Person-centred and holistic approach**, recognising the physical, emotional, psychological, and social needs of patients and carers
- **Co-production**, ensuring participants' voices meaningfully shape outputs
- **Equity and inclusion**, addressing disparities in access and experience
- **Sensitivity and compassion**, recognising the nature of end-of-life care
- **Collaboration**, working across the system and building on existing work

Palliative care should reflect a holistic, person-centred approach and support both individuals and their families throughout illness and bereavement.

6. Provider Requirements

Providers responding to this EOI should demonstrate:

- Experience of delivering engagement with patients, carers, and bereaved individuals
- An appreciation of the sensitivities required with this population group
- An ability to identify and mitigate against any potential organisational bias
- Strong qualitative research and insight generation capability
- Experience working with diverse and underserved communities

7. Evaluation Criteria

EOIs will be assessed based on:

- Relevant experience and expertise
- Proposed approach and methodology
- Ability to reach diverse populations
- Value for money
- Capacity to deliver within required timescales

8. Timescales (Indicative)

- EOI submission deadline: Mid July
- Provider selection: Late July
- Project set up, including briefing for project staff: August 2026
- Engagement activity: September / October 2026
- Interim update - emerging themes: November 2026
- Final report: January 2027

We can be flexible on these timelines but are keen to progress this work swiftly, as other projects are dependent upon its outcomes.

9. Funding envelope

The maximum funding available for this piece of work is £20,000.00

10. Submission Requirements

Interested providers should submit:

- A brief proposal outlining:
 - Approach and methodology
 - Relevant experience
 - Proposed timelines
 - Resource requirements and costs
- Examples of previous similar work
- Named lead contact

11. Contact

For further information or to submit an Expression of Interest, please contact:

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