



# Request for Information

**NHS Health Checks**



# 1 Request for Information (RFI)

We would like to notify you of an upcoming requirement, and by doing so we are keen to understand where the market stands in terms of our requirement below.

The contact person for this RFI is James Bennett, IT Procurement and Commercial Manager at Lancashire County Council. Contact details,

- Telephone Number: 01772 539970
- Email Address: [digitalprocurement@lancashire.gov.uk](mailto:digitalprocurement@lancashire.gov.uk)

Please note the following general conditions:

- This RFI will help us to refine the requirements and make key decisions for the next stage of the procurement process, including whether the Authority continues via a framework or another route to market.
- Nothing shall constitute a commitment to ordering and our intention is to undertake a future Invitation to Tender to ascertain the most advantageous tender.
- Any and all costs associated with the production of such a response to a RFI must be borne by the potential service provider. We will not contribute in any way to meeting production costs of any response.
- Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
- No down-selection of potential service providers will take place as a consequence of any responses or interactions relating to this RFI.
- We expect that all responses to this RFI will be provided by potential service providers in good faith to the best of their ability in the light of information available at the time of their response.
- No information provided by a potential service provider in response to this RFI will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Provider, in any subsequent formal procurement process.

## Timetable

The following is indicative timetable for this RFI process

Dates	Activity
20 <sup>th</sup> May 2026	Publication of RFI
19 <sup>th</sup> June 2026	Deadline for RFI submissions
19 <sup>th</sup> June to 28 <sup>th</sup> August 2026	RFI analysis
28 <sup>th</sup> August 2026	Confirm next steps to RFI interested bidders



## Questions and clarifications

- Interested service providers may raise questions or seek clarification regarding any aspect of this RFI document at any time prior to the Response Deadline. Questions must be submitted via the general contact point above.
- To ensure that all potential service providers have equal access to information regarding this Procurement, responses to questions raised by any potential service providers may be published in a questions and answers document, which will be available via email.
- Responses to questions will not identify the originator of the question nor any confidential aspects of the question that may also identify the originator.



## 2 Background

Lancashire County Council ('LCC') is the fourth largest Local Authority in England and Wales and employs approximately 35,000 staff. It serves a population of 1.1 million which is rich in cultural diversity, and covers an area of 3,070 sq. km.

Further information about Lancashire County Council can be found at:

<http://www.lancashire.gov.uk>

This Request for Information (RFI) seeks information relating to digital interventions for NHS Health Checks.

### 1. Context and Background

NHS Health Checks are a key national prevention programme, intended to identify and manage cardiovascular risk among eligible adults. However, delivery and uptake in Lancashire remains inconsistent, with significant variation between practices, including conversion from invitations to completed checks and changing administrative workloads. Many practices report low response rates to invitations due to lack of awareness of the NHS Health Check programme, high levels of non-attendance, and substantial resource required to manage recall, booking and follow-up. These challenges are further compounded by wider health inequalities, with some population groups less likely to engage or attend without additional support.

Locally, NHS Health Checks are delivered exclusively through general practices, using established GP clinical systems such as EMIS, but with variation in booking routes, invitation methods and levels of digital capability. Across the end-to-end pathway there are known pressure points, including limited public understanding of NHS Health Checks, drop-off between invitation and attendance, fragmented booking and engagement processes, and a corresponding operational and administrative burden on practice teams.

This early market engagement seeks to explore how these system-level challenges might be addressed through more joined-up, user-centred and digitally enabled approaches that support both residents and practices.

### 2. The Problem Question

How could digital interventions be used to increase awareness and understanding of NHS Health Checks among local residents, support practices to improve conversion from invitation to attendance, and make the end-to-end booking and engagement process more accessible, efficient and user-centred?



### 3. Desired Outcomes

- Improved resident awareness and understanding of NHS Health Checks
- More personalised and targeted invitation approaches
- More effective use of digital channels, including social media, to support engagement
- Increased conversion from invitation to attended appointment
- Reduced administrative burden on practices
- More accessible and inclusive booking journeys, including digital routes
- Better data visibility and insight across the invitation-to-attendance pathway

### 4. Scope Boundaries and Constraints

Any potential solutions or approaches must operate within the context of NHS primary care delivery, with NHS Health Checks delivered exclusively through general practices. Digital interventions must align with existing practice infrastructure and make use of established systems wherever possible, including GP clinical systems (such as EMIS), SMS messaging and online booking tools. Proposals should reflect the practical realities of working in busy primary care settings and recognise that local approaches and workflows may vary between practices.

All approaches must comply with UK GDPR, data protection and information governance requirements, and demonstrate appropriate safeguards for patient data and communications. Suppliers should also be mindful of the varying levels of digital maturity and access across both practices and patient populations, and the need to avoid widening digital exclusion. Solutions are expected to complement and support existing practice workflows, rather than replace them, with a clear focus on reducing burden, improving usability and fitting seamlessly into day-to-day operations.

