

Freedom of Information Act 2000 - Request Reference FoI/23/304

NPS

Information Requested:

Please provide any data you hold – including across days/weeks/months/years; trusts; different departments within trusts; operations/activities performed etc. – on the National Health Service’s “Net Promoter Score”(s), also known as NPS. Please provide the data for as long as the NHS has used the Net Promoter Score but if this is impossible, please could you provide a general overview of the length of time you have NPS data.

If the data are available, I am hoping to collect data on:

- The specific wording for the Net Promoter Score question(s) people are asked (e.g., people might be asked if they would recommend the NHS to a friend or to a colleague or somebody else – it’s this type of information I’m interested in across days/weeks/months/years; trusts; different departments within trusts; operations/activities performed etc.)
- The individual score people gave (i.e. from the 0-10 scale)
- The % of detractors, % of passives, % of promoters for each time the overall NPS score is calculated
- The overall NPS score (this calculated by subtracting the % of detractors from the % of promoters)
- Any associated qualitative data that might be asked alongside the 0-10 scale
- The time period in which individual scores are aggregated (e.g., if the NHS calculates the overall NPS every month, please can I have the specific dates)

Response details:

Cardiff and vale University Health Board (the UHB) does not hold this information. The UHB can advise that we do not use NPS.