



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cais Rhyddid Gwybodaeth / Freedom of Information request **Ein Cyf / Our Ref: 23-F-030**

You asked:

Please can I request any data you hold – including across days/weeks/months/years; trusts; different departments within health boards; operations/activities performed etc. – on the National Health Service's "Net Promoter Score"(s), also known as NPS. It would be great to have 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 so that I can make this FOI request viable.

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)



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

Our response:

I can confirm that Swansea Bay University Health Board do not use "Net Promoter Scores"

