

Freedom of Information Request: Our Reference CTMUHB_256_23

You asked:

Please can I request 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**. 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:

1. 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.)
2. The individual score people gave (i.e. from the 0-10 scale)
3. The % of detractors, % of passives, % of promoters for each time the overall NPS score is calculated
4. The overall NPS score (this calculated by subtracting the % of detractors from the % of promoters)
5. Any associated qualitative data that might be asked alongside the 0-10 scale
6. 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)

Our response:

We can confirm that the Health Board does not hold the information requested.