

## FOI 23/478 - NHS Wales' (respective Health Board/Hospital Trust) Net Promoter Scores

### REQUEST

20 June 2023

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:

- 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)

### MHRA RESPONSE

2 July 2023

Dear

Thank you for your email.

This is information we do not hold and we would suggest you contact NHS England who may be able to assist with this enquiry.

Email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

If you disagree with how we have interpreted the Freedom of Information Act 2000 in answering your request, you can ask for an internal review. Please reply to this email, within two months of this reply, specifying that you would like an Internal Review to be carried out.

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely

MHRA Customer Experience Centre  
Communications and engagement team  
Medicines and Healthcare products Regulatory Agency  
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