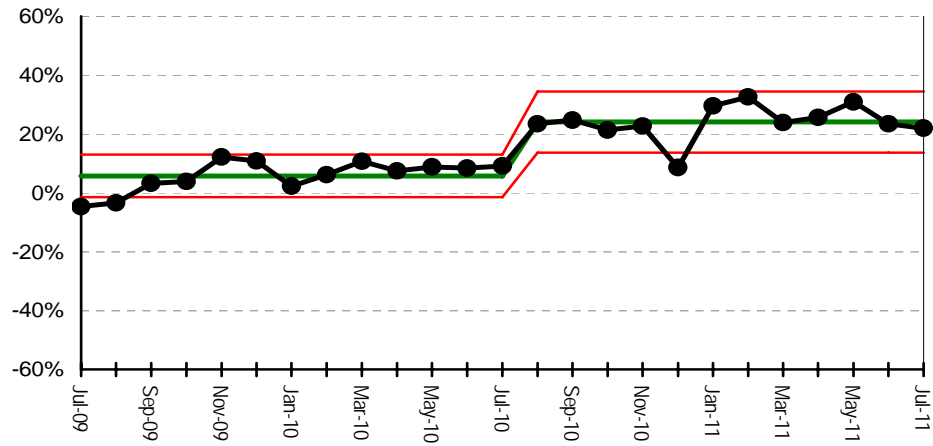


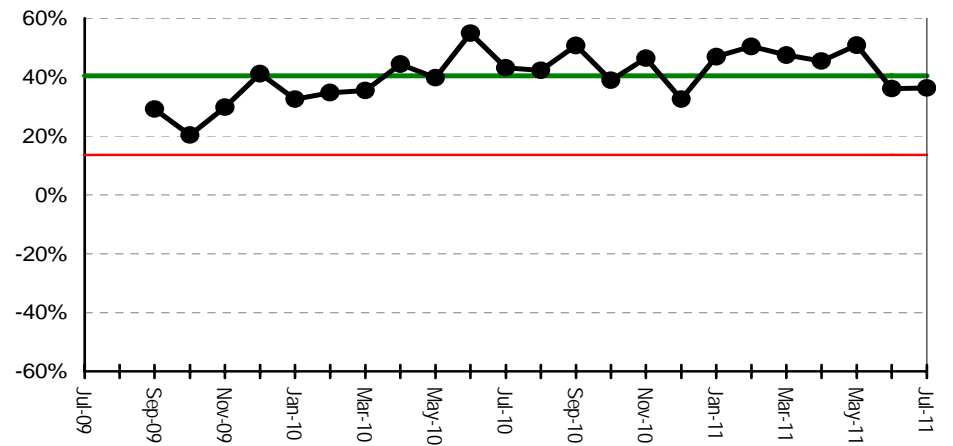
Net Promoter Score

High is good in all measures

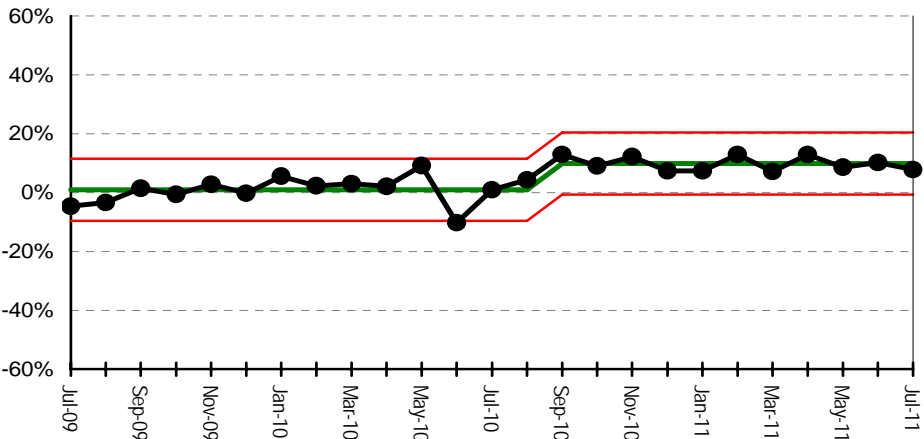
Trust - Acute Services



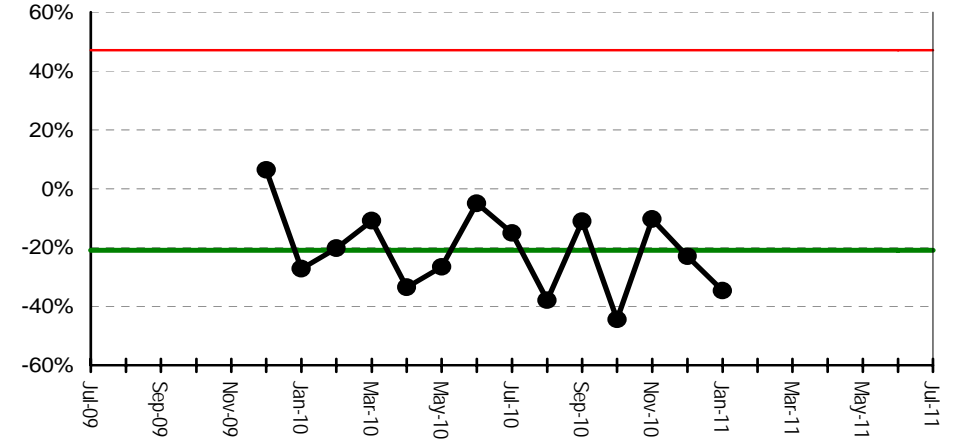
Inpatient - Acute



Outpatient - Acute



Emergency Department



Source: Local Whittington surveys (CRT)

Standard: Target to be within normal SPC parameter AND progress to an upward step change

Location: All Acute hospital locations

NPS (Net Promoter Score) is graded 0-10 by respondents.

0-6 = Detractor, 7-8 = Passive, 9-10 = Promoter

NPS is calculated by subtracting the number of detractors from the number of promoters, dividing the resulting figure by total responses, and showing the result as a percentage.

Net promoter scores range from -100% to 100%.

For OP and Ward analyses see Trust Intranet/Performance & Statistics/Trustwide/Local Patient Surveys

http://whittnet/Information/Patient_Experience_Intranet_01_Sub01.htm