

1 August 2023

Net Promoter Scores

Please can I request any data you hold – including across days/weeks/months/years; trusts (if applicable); different departments within trusts; operations/activities performed etc. – on the Northern Ireland’s Health and Social Care’s “Net Promoter Score”(s), also known as NPS. Assuming this data exists, it would be great to have the data for as long as the Health and Social Care Trust 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.

A note of context

There are multiple sources of patient feedback throughout Belfast Trust including corporately-led methodologies (eg RTPE, Care Opinion, 10,000 Voices) and local feedback sought at service level (eg questionnaires / surveys used within departments on either an ad hoc or ongoing regular basis). Unfortunately there is no centralised system for gathering and collating this feedback.

The answers we provide below relate purely to the Real Time Patient Experience feedback which currently covers approximately 80 wards / departments. Responses provided are not fully representative Belfast Trust as a whole.

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 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.) –

Real Time Patient Experience (RTPE) surveys use the following wording in relation to a Friends and Family score = “How likely are you to recommend this ward to friends and family if they needed similar care or treatment” (wording may vary slightly depending on patient grouping eg Intellectual Disability – “Would you tell friends and family good things about the way you have been treated?”). Please note RTPE feedback does not currently cover all Trust services.

The individual score people gave (i.e. from the 0-10 scale) –

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Pulling individual scores for all surveys completed at all locations since the commencement of RTPE in Belfast Trust is not centrally collated and would require a manual trawl of records. We estimate that compliance with this request for information would exceed the appropriate costs limit. Under Section 12 of the Freedom of Information 2000, the limit has been specified as £450 and represents the estimated cost of one or more persons spending 18 hours in determining whether we hold the information, locating, retrieving and extracting this information.

The % of detractors, % of passives, % of promoters for each time the overall NPS score is calculated –

These terms are not used or identified in the Trust's RTPE feedback.

The overall NPS score (this calculated by subtracting the % of detractors from the % of promoters) –

As above, these terms are not used or identified in the Trust's RTPE feedback.

Any associated qualitative data that might be collected alongside the 0-10 scale –

There are 25 questions in each standard RTPE survey, with some variation in the adaptations of the questionnaires for specific services (eg ED, Intellectual Disability, Children's Hospital) details can be provided if required.

Any other patient/"customer" 'experience' data that could be linked to the NPS data (e.g., data on where the NPS survey was completed and how – for example, via an email, in real-time after an interaction with a client etc.)

As above, there are 25 questions asked in each standard RTPE survey – with some variation in the adaptations of the questionnaires for specific services (eg ED, Intellectual Disability, Children's Hospital). Other (non-RTPE) feedback may be recorded within individual wards / departments / service areas.

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)

RTPE surveys are conducted twice a month for the areas currently covered by this work. Provision of specific dates of reports for the various locations since the commencement of RTPE in Belfast Trust are not centrally collated and would require a manual trawl of records. We estimate that compliance with this request for information would exceed the appropriate costs limit. Under Section 12 of the Freedom of Information 2000, the limit has been specified as £450 and represents the estimated cost of one or more persons spending 18 hours in determining whether we hold the information, locating, retrieving and extracting this information.

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It would be great to know if the NPS question(s) – or something similar – is also used to survey employees of the trust (and not just, for example, patients, family members etc.) –

RTPE surveys are currently only used with Service Users and not with Belfast Trust staff.