



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Monnow Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/23.R.206

10 July 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 20 June 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does not hold the information that you require.

For ease of reference your request is set out below and our response follows:

Your Freedom of Information (FOI) Request:

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

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg
Bwrdd Iechyd Addysgu Powys yw enw gweithred Bwrdd Iechyd Lleol
Addysgu Powys



We welcome correspondence in Welsh
Powys Teaching Health Board is the operational name of
Powys Teaching Local Health Board

- 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)

Powys Response:

Powys Teaching Health Board can confirm they do not use Net Promoter Scores. Therefore this is a nil return from PTHB.

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive
Powys Teaching Health Board Headquarters
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff, CF10 2HH
Tel: 029 2067 8400 Fax 029 2067 8399
www.ico.org.uk twitter.com/iconews

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



Claire Roche
Director of Nursing & Midwifery