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Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University  
NHS Trust



Gwasanaeth Gwaed Cymru  
Welsh Blood Service

Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre  
Velindre University NHS Trust Headquarters  
2 Cwrt Charnwood  
Heol Billingsley  
Parc Nantgarw  
Caerdydd/Cardiff  
CF15 7QZ



Canolfan Ganser Felindre  
Velindre Cancer Centre

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Date: 10<sup>th</sup> July 2023

Ref: CORP 2023 -102

Dear \*\*\*\*\*,

**Freedom of Information request: NHS Wales' (respective Health Board/Hospital Trust) Net Promoter Scores (CORP 2023-102)**

Thank you for your request for the following information which the Trust received on 27<sup>th</sup> June 2023.

Your 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)*

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu’r Saesneg.  
Velindre University NHS Trust is happy to receive communication in Welsh or English.





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- *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)*

The Trust has reviewed your request which is correctly formatted and complies with Section 8 of the Freedom of Information Act.

Please note that as Velindre University NHS Trust (VUHNST) is a part of NHS Wales (Health is devolved in Wales) it does not use NHS England's "Net Promoter Score" system, therefore the information you have requested is not held.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:-

Mr Ian Bevan via [FOI.VUNHST@wales.nhs.uk](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff / Caerdydd  
CF15 7QZ  
Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

Information Commissioner's Office - Wales  
2nd Floor,  
Churchill House,  
Churchill Way,

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Cardiff,  
CF10 2HH  
Telephone: 0330 414 6421  
email: wales@ico.org.uk

Yours sincerely,

Lauren Fear  
Director of Corporate Governance and Chief of Staff  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

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