

QPS Benchmarking Indicators			Numerator	Denominator	Percentage Score
1.2.1.1	Patient Experience with Appointment & Waiting Times	(1a+1b+1c)	694	725	95.72%
1.2.1.2	Patient Experience with Location & Physical Access	(2a+2b+2c+2d+2e)	970	1040	93.27%
2.1.3.1	Patient Experience with Care Services & Treatment	(3a+3b+3c+3d+3e+3f+3g+3h+3i+3j+3k+3n+3o)	2887	2910	99.21%
1.2.1.3	Patient Experience with Information	(4a+4b+4c)	1395	1415	98.59%
2.1.3.4	Patient Experience with The Billing Process	(5a+5b)	447	475	94.11%
2.1.3.3	Patient Experience with Decision Making & Involvement	(6a+6b+6c)	693	705	98.30%
1.1.5.0	Patient Experience with Discharge Process	(7a+7b+7c+7d+7e)	1046	1070	97.76%
1.1.5.1	Patient Experience with Transfer Process	(8a+8b+8c+8d)	116	120	96.67%
1.1.5.2	Patient Recommendation	(9a+9b)	916	1000	91.60%
2.1.3.6	Overall Patient Experience Index	All the above	9164	9460	96.87%

**Net Promoter Score®** **Q: How likely would you be to recommend the care, treatment and services of this centre to family and friends?**

+ 84.00

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**Promoters** 92.00%

**Passives** 0.00%

**Detractors** 8.00%

*Promoters (scored the question 9-10) are loyal enthusiasts who will keep using your services and refer others, fuelling growth.*

*Passives (scored the question 7-8) are satisfied but unenthusiastic patients who are vulnerable to competitive offerings.*

*Detractors (scored the question 0-6) are unhappy patients who can damage your brand and impede growth through negative word-of-mouth.*

The Net Promoter Score® (NPS) can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter). The NPS® is a measure of your customer's overall loyalty to your organisation, which determines your potential for repeat business and positive word-of-mouth. The higher the net promoter score, the more likely a customer will recommend the service to friends and colleagues. Net Promoter, Net Promoter Score and NPS are registered trademarks of Bain & Company, Inc., Satmetrix Systems, Inc., and Fred Reichheld.

Q4f: Which best describes your experience of the overall information provided by the Day Hospital.	No. of Responses	Percentage Score
Did not tell me much at all.	1	2.08%
Gave me only limited information.	0	0.00%
Kept me adequately informed.	1	2.08%
Kept me very well informed.	46	95.83%
Overwhelming, too much.	0	0.00%