

Reference:	FOI.12227.23
Subject:	Patient experience scores
Date of Request:	18 July 2023

Requested:

Thank you for your response FOI.12010, and for providing information, and urls, to aggregated data on the patient experience score.

However, this question appears to be analogous to the 'Net Promoter Score':

Overall Experience

Using a scale of 0-10, where 0 is very bad and 10 is excellent, how would you rate your overall experience? *

☐ 0
☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10

Thinking of your responses

Was there anything particularly good about your experience that you would like to tell us about? *

Looking at the url you provided (<https://hduhb.nhs.wales/about-us/performance-targets/our-performance-areas/monitoring-our-performance/>), to the best of my knowledge, I cannot see respondents' individual scores, where the data were collected exactly, and what determines a score as being positive (/negative/neutral) using the 0-10 scale.

Would it be possible for me to have the raw (individual-level) data associated with this scale (or for you to tell me specifically where this raw data can be downloaded), as well as the associated "Thinking of your responses" qualitative data?

Response:

Hywel Dda University Health Board (UHB) is withholding the information requested, as it relates to personal information of third parties. This decision has been made as it is not within the reasonable expectations of these individuals, that their personal data would be put into the public domain by the UHB. This information is classed as personal data of a third party. Therefore, it is being withheld in accordance with the exemption set out in section 40(2) of the Freedom of Information Act 2000 (FoIA), by virtue of section 40(3)(a) of the FoIA, which permits a public authority to withhold personal data other than the requestor's where the disclosure would breach Data Protection principles.

This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations, as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance. The system used, that the UHB extracts the information from is owned by Welsh Risk Pool in NHS Wales Shared Services Partnership (NWSSP).

We therefore recommend that you contact the Freedom of Information Team in NWSSP, who may be able to help you further with your enquiry. Contact details are as follows:-

shared.services@wales.nhs.uk or alternatively, you can contact: Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

As advised in our previous response, the UHB's patient experience scores are published on the UHB's website. Therefore, as this information is already within the public domain, the UHB has applied an exemption under Section 21 of the FoIA.

The high level output of these measures are available on the UHB's performance report dashboards and the UHB also publishes its Improving Experience Reports in its Board Meeting papers which can be accessed via the links provided below:

<https://hduhb.nhs.wales/about-us/performance-targets/our-performance-areas/monitoring-our-performance/>

[Board meetings 2023 - Hywel Dda University Health Board \(nhs.wales\)](#)