

# Patient Experience Survey



Thank you for participating in this year's Patient Experience Survey.

Your feedback provides us clear indication on our

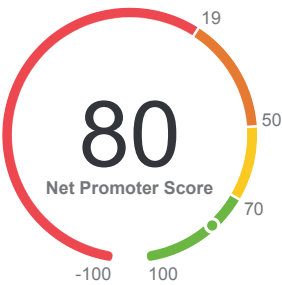
# of responses 65

65

Response Rate Clinic

100%

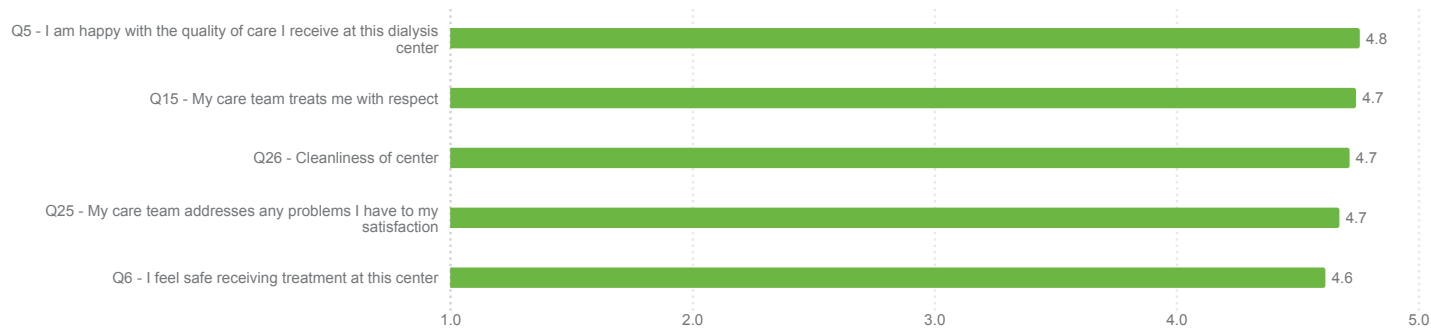
NPS Clinic



Net Promoter Score calculates the ratio of patient who would or would not recommend our clinic to people in need of dialysis. Here you see our results on a scale from -100 to 100 points. Below we want to share more details of the survey results.

## What you told us is working well:

### Areas of Strength



## Where we have opportunity to improve:

## Areas of Opportunity



**We will be focusing on improving the areas you told us need attention. In the next days, we will share our planned improvements with you.**

**Clinic Management Team**