

PEM 2025 – Kliniek volwassenen

Rapportcijfer

Rapportcijfer 2023: 8,4
Benchmark rapportcijfer = 8,7



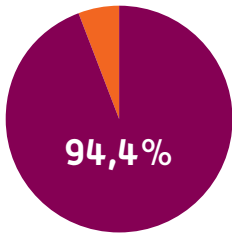
Aanbevelingsscore (NPS)

NPS 2023: 51%
Benchmark aanbevelingsscore = 55%



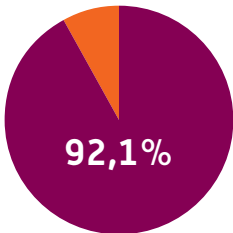
Top 3 hoogst scorende thema's

1. Veiligheid



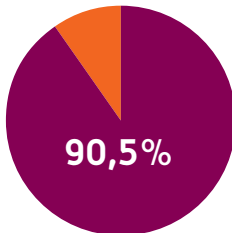
+0,7% t.o.v. 2023
benchmark: 96,2%

2. Respect



-1,1% t.o.v. 2023
benchmark: 94,0%

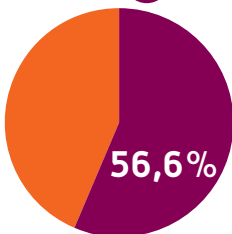
3. Dossierkennis arts



-0,6% t.o.v. 2023
benchmark: 93,3%

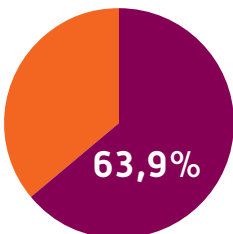
Top 3 laagst scorende thema's

1. Informatie over bijwerkingen medicijnen



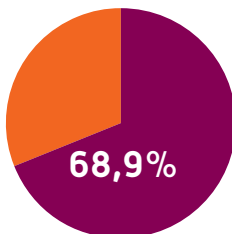
-9,2% t.o.v. 2023
benchmark: 69,5%

2. Gezondheidsdoel



+0,1% t.o.v. 2023
geen benchmark

3. Tijd op wachtlijst



-2,7% t.o.v. 2023
benchmark: 67,6%