

PEM 2025 – Polikliniek volwassenen

Rapportcijfer

[was ook een 8,4 in 2023]
Benchmark rapportcijfer = 8,5



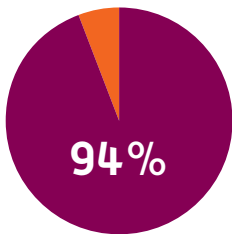
Aanbevelingsscore (NPS)

[was in 2023 50%]
Benchmark aanbevelingsscore = 50%



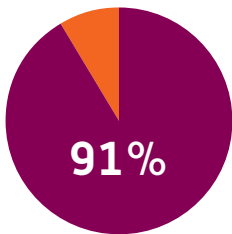
Top 3 hoogst scorende thema's

1. Betrekken familie



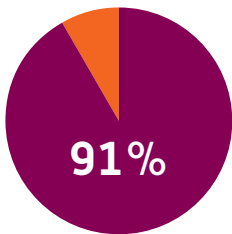
+1,6% t.o.v. 2023
benchmark: 94,7%

2. Vertrouwen zorgverlener



-3,5% t.o.v. 2023
benchmark: 91,8%

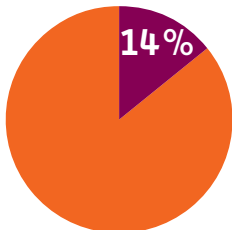
3. Informatie bij vertrek



-2,7% t.o.v. 2023
benchmark: 92,7%

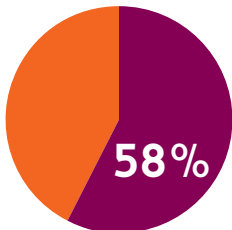
Top 3 laagst scorende thema's

1. Informatie wachttijd



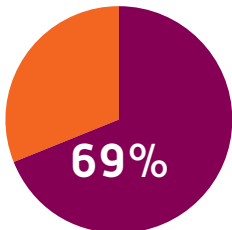
-1,8% t.o.v. 2023
benchmark: 14,4%

2. Wachttijd in de poli



-23,2% t.o.v. 2023
benchmark: 55,8%

3. Gezondheidsdoel



-2,5% t.o.v. 2023
geen benchmark