
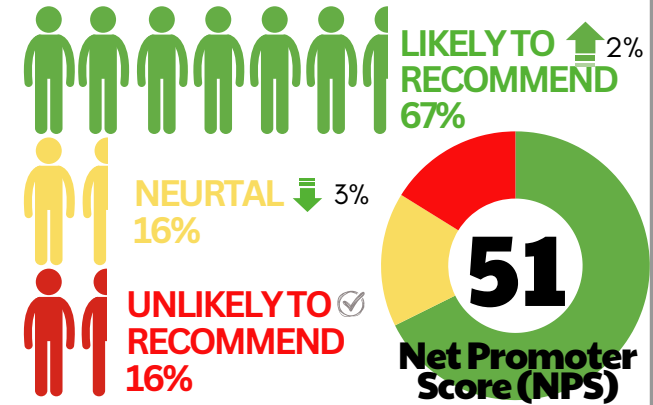




How likely are you to recommend our services and resources to a family member, friend or colleague?  No change



Net Promoter Score (NPS) ranges from -100 to +100; above 0 is good, 20+ favorable, **50+ excellent**, 80+ world-class
(Source: Bain & Company)



55% of patients, when wanted to be seen urgently, report being able to **receive an appointment either the same or next day**  1%

