

How the positive/ negative score is calculated

An Example using the figures in the table:

Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total number of responses
102	47	23	4	9	6	191

For this example the % of responders who **would recommend** (positive) this service would be: **149** (number of 'extremely likely' and 'likely' responses) **divided by 191** (total number of responses) **(x 100) = 78%**

For this example the % of responders who **would not recommend** (negative) this service would be: **13** (number of 'extremely unlikely' and 'unlikely' responses) **divided by 191** (total number of responses) **(x 100) = 7%**