

Media Release

10 June 2026



Healthscope records highest ever patient experience results despite uncertainty

Healthscope continues to deliver exceptional patient experiences, achieving its strongest patient experience results on record, with April 2026 delivering the highest scores ever recorded across its Acute and Rehab (AHPEQS*) patient experience surveys.

This milestone reflects patient trust and confidence in the care delivered across Healthscope's hospital network.

Healthscope's Acute & Rehabilitation services recorded a Net Promoter Score (NPS) of **83.3**, the highest result to date. The results were achieved with a backdrop of the challenging operating environment that Healthscope has been operating in.

Healthscope encourages every patient to share their thoughts on their experience while in our care, with over 37,000 patients providing feedback between January-April 2026.

All sites across the country saw strong NPS results with New South Wales recording **86.3**, Victoria and Tasmania **84.2**, and Queensland, Western Australia and the Northern Territory **82.2**. In patient experience benchmarking, scores above **70** are widely regarded as world-class, placing Healthscope's April performance in exceptional territory.

Behind the result is the work of thousands of Healthscope team members whose care and compassion shape every patient's experience from their first interaction with us through to when they leave our services.

Healthscope's strongest areas as reflected in the feedback include **staff interaction and care and caring**, reinforcing the role frontline teams play in helping patients feel seen, heard and supported throughout their care journey.

Quote from Healthscope CEO, Nicole Waldron: "Given the challenges Healthscope has faced over the last 12-months in particular, I am incredibly proud of the team for the way they manage uncertainty and continue to prioritise providing the highest quality of care to our patients."

The feedback speaks for itself. I want to thank them for their commitment to listening to our patients and their feedback while continuously improving the quality of care we deliver every day."

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About the results:

AHPEQS stands for the Australian Hospital Patient Experience Question Set.

It is a short, standardized 12-question survey developed by the Australian Commission on Safety and Quality in Health Care to evaluate the quality of care from the patient's perspective.

Acute & Rehab-AHPEQS

Apr

●	2022	77.1	(6652 Responses)
●	2023	78.2	(6049 Responses)
●	2024	77.6	(7018 Responses)
●	2025	77.1	(6050 Responses)
●	2026	83.3	(6858 Responses)

What does an NPS score actually mean?

Net Promoter Score (NPS) is a widely used measure of customer loyalty and trust. It reflects how likely a customer, or in our case, a patient, is to recommend our hospitals to family and friends.

According to creators of NPS, Bain & Company, as a general guide:

● 0-30: Good ● 30-50: Very strong ♥ 50+: Excellent 🏆 70+: World-class

-ENDS-

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