

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



98.5%* of patients said they were likely, or extremely likely to recommend us to their friends and family

98.2%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **96.1%****



Diagnostic Imaging **95.7%****



Physiotherapist **94.8%****



Pharmacy **88.1%****



Accommodation **93.4%****



Catering **88.2%****

*During the period of January to December 2017, BMI Albyn Hospital received 2,193 completed Friends and Family postcards.
**During the period of January to December 2017, BMI Albyn Hospital received 871 completed long form patient questionnaires. Questionnaires analysed by Quality Health, who are an independent survey provider.