

# OUR 2017 SCORES

## PATIENT SATISFACTION SCORES



98.9%\* of patients said they were likely, or extremely likely to recommend us to their friends and family

98.1%\* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **95.0%\*\***



Diagnostic Imaging **92.3%\*\***



Physiotherapist **95.6%\*\***



Pharmacy **87.8%\*\***



Accommodation **92.0%\*\***



Catering **85.7%\*\***

\*During the period of January to December 2017, BMI Bishops Wood Hospital received 1,141 completed Friends and Family postcards.

\*\*During the period of January to December 2017, BMI Bishops Wood Hospital received 274 completed long form patient questionnaires.

Questionnaires analysed by Quality Health, who are an independent survey provider.