

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



97.9%* of patients said they were likely, or extremely likely to recommend us to their friends and family

96.6%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **92.6%****



Diagnostic Imaging **94.7%****



Physiotherapist **90.9%****



Pharmacy **93.3%****



Accommodation **91.6%****



Catering **84.2%****

*During the period of January to December 2017, BMI The Blackheath Hospital received 3,086 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Blackheath Hospital received 1,362 completed long form patient questionnaires.

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