

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



98.7%* of patients said they were likely, or extremely likely to recommend us to their friends and family

98.7%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **96.3%****



Diagnostic Imaging **94.2%****



Physiotherapist **93.3%****



Pharmacy **91.2%****



Accommodation **92.0%****



Catering **88.3%****

*During the period of January to December 2017, BMI The Chaucer Hospital received 1,689 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Chaucer Hospital received 767 completed long form patient questionnaires.

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