

# OUR 2017 SCORES

## PATIENT SATISFACTION SCORES



**99.2%\*** of patients said they were likely, or extremely likely to recommend us to their friends and family

**98.9%\*** of patients said the quality of their care was very good, or excellent



Overall Nursing Care **95.3%\*\***



Diagnostic Imaging **93.3%\*\***



Physiotherapist **89.6%\*\***



Pharmacy **90.8%\*\***



Accommodation **92.3%\*\***



Catering **86.5%\*\***

\*During the period of January to December 2017, BMI Chelsfield Park Hospital received 2,308 completed Friends and Family postcards.

\*\*During the period of January to December 2017, BMI Chelsfield Park Hospital received 395 completed long form patient questionnaires.

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