

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



96.5%* of patients said they were likely, or extremely likely to recommend us to their friends and family

94.4%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **89.5%****



Diagnostic Imaging **91.2%****



Physiotherapist **92.0%****



Pharmacy **82.0%****



Accommodation **86.5%****



Catering **80.0%****

*During the period of January to December 2017, BMI The Clementine Churchill Hospital received 2,832 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Clementine Churchill Hospital received 1,145 completed long form patient questionnaires.

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