

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



99.3%* of patients said they were likely, or extremely likely to recommend us to their friends and family

97.3%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **95.1%****



Diagnostic Imaging **95.5%****



Physiotherapist **97.0%****



Pharmacy **92.0%****



Accommodation **96.5%****



Catering **89.2%****

*During the period of January to December 2017, BMI The Edgbaston Hospital received 1,301 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Edgbaston Hospital received 601 completed long form patient questionnaires.

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