

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



98.5%* of patients said they were likely, or extremely likely to recommend us to their friends and family

97.7%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **92.3%****



Diagnostic Imaging **91.3%****



Physiotherapist **95.0%****



Pharmacy **85.1%****



Accommodation **93.0%****



Catering **92.3%****

*During the period of January to December 2017, BMI Fawkham Manor Hospital received 1,451 completed Friends and Family postcards.

**During the period of January to December 2017, BMI Fawkham Manor Hospital received 634 completed long form patient questionnaires.

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