

# OUR 2017 SCORES

## PATIENT SATISFACTION SCORES



**99.0%\*** of patients said they were likely, or extremely likely to recommend us to their friends and family

**98.5%\*** of patients said the quality of their care was very good, or excellent



Overall Nursing Care **97.8%\*\***



Diagnostic Imaging **97.3%\*\***



Physiotherapist **96.5%\*\***



Pharmacy **95.4%\*\***



Accommodation **95.7%\*\***



Catering **92.7%\*\***

\*During the period of January to December 2017, BMI Gisburne Park Hospital received 993 completed Friends and Family postcards.

\*\*During the period of January to December 2017, BMI Gisburne Park Hospital received 533 completed long form patient questionnaires.

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