

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



99.6%* of patients said they were likely, or extremely likely to recommend us to their friends and family

99.0%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **96.7%****



Diagnostic Imaging **95.8%****



Physiotherapist **95.5%****



Pharmacy **93.8%****



Accommodation **91.1%****



Catering **76.5%****

*During the period of January to December 2017, BMI The Harbour Hospital received 895 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Harbour Hospital received 343 completed long form patient questionnaires.

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