

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

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



Overall Nursing Care **96.5%****



Diagnostic Imaging **93.5%****



Physiotherapist **92.0%****



Pharmacy **85.1%****



Accommodation **82.7%****



Catering **78.4%****

*During the period of January to December 2017, BMI Hendon Hospital received 1,257 completed Friends and Family postcards.
**During the period of January to December 2017, BMI Hendon Hospital received 268 completed long form patient questionnaires. Questionnaires analysed by Quality Health, who are an independent survey provider.