

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



98.7%* of patients said they were likely, or extremely likely to recommend us to their friends and family

98.4%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **94.3%****



Diagnostic Imaging **97.3%****



Physiotherapist **99.4%****



Pharmacy **94.6%****



Accommodation **96.5%****



Catering **91.5%****

*During the period of January to December 2017, BMI The Highfield Hospital received 2,146 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Highfield Hospital received 417 completed long form patient questionnaires.

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