

# OUR 2017 SCORES

## PATIENT SATISFACTION SCORES



**98.6%\*** of patients said they were likely, or extremely likely to recommend us to their friends and family

**97.4%\*** of patients said the quality of their care was very good, or excellent



Overall Nursing Care **95.3%\*\***



Diagnostic Imaging **95.7%\*\***



Physiotherapist **94.2%\*\***



Pharmacy **94.0%\*\***



Accommodation **91.1%\*\***



Catering **87.7%\*\***

\*During the period of January to December 2017, BMI The Kings Oak Hospital received 502 completed Friends and Family postcards.

\*\*During the period of January to December 2017, BMI The Kings Oak Hospital received 1,187 completed long form patient questionnaires.

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