

# OUR 2017 SCORES

## PATIENT SATISFACTION SCORES



97.0%\* of patients said they were likely, or extremely likely to recommend us to their friends and family

97.1%\* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **96.0%\*\***



Diagnostic Imaging **100.0%\*\***



Physiotherapist **97.4%\*\***



Pharmacy **100.0%\*\***



Accommodation **90.7%\*\***



Catering **95.6%\*\***

\*During the period of January to December 2017, BMI Kings Park Hospital received 205 completed Friends and Family postcards.

\*\*During the period of January to December 2017, BMI Kings Park Hospital received 107 completed long form patient questionnaires. Questionnaires analysed by Quality Health, who are an independent survey provider.