

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



98.8%* of patients said they were likely, or extremely likely to recommend us to their friends and family

99.4%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **98.5%****



Diagnostic Imaging **98.1%****



Physiotherapist **95.0%****



Pharmacy **98.7%****



Accommodation **94.0%****



Catering **93.3%****

*During the period of January to December 2017, BMI The Lancaster Hospital received 743 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Lancaster Hospital received 357 completed long form patient questionnaires. Questionnaires analysed by Quality Health, who are an independent survey provider.