

# OUR 2017 SCORES

## PATIENT SATISFACTION SCORES



97.9%\* of patients said they were likely, or extremely likely to recommend us to their friends and family

97.5%\* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **94.2%\*\***



Diagnostic Imaging **97.1%\*\***



Physiotherapist **93.0%\*\***



Pharmacy **95.0%\*\***



Accommodation **94.1%\*\***



Catering **87.8%\*\***

\*During the period of January to December 2017, BMI The Lincoln Hospital received 759 completed Friends and Family postcards.

\*\*During the period of January to December 2017, BMI The Lincoln Hospital received 362 completed long form patient questionnaires. Questionnaires analysed by Quality Health, who are an independent survey provider.