

# OUR 2017 SCORES

## PATIENT SATISFACTION SCORES



95.3%\* of patients said they were likely, or extremely likely to recommend us to their friends and family

94.4%\* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **90.6%\*\***



Diagnostic Imaging **95.9%\*\***



Physiotherapist **95.2%\*\***



Pharmacy **91.3%\*\***



Accommodation **86.4%\*\***



Catering **81.7%\*\***

\*During the period of January to December 2017, BMI Ross Hall Hospital received 540 completed Friends and Family postcards.

\*\*During the period of January to December 2017, BMI Ross Hall Hospital received 685 completed long form patient questionnaires. Questionnaires analysed by Quality Health, who are an independent survey provider.