

# OUR 2017 SCORES

## PATIENT SATISFACTION SCORES



**98.3%\*** of patients said they were likely, or extremely likely to recommend us to their friends and family

**98.2%\*** of patients said the quality of their care was very good, or excellent



Overall Nursing Care **93.7%\*\***



Diagnostic Imaging **91.5%\*\***



Physiotherapist **89.6%\*\***



Pharmacy **78.3%\*\***



Accommodation **90.6%\*\***



Catering **80.4%\*\***

\*During the period of January to December 2017, BMI The Runnymede Hospital received 1,259 completed Friends and Family postcards.

\*\*During the period of January to December 2017, BMI The Runnymede Hospital received 535 completed long form patient questionnaires.

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