

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



99.1%* of patients said they were likely, or extremely likely to recommend us to their friends and family

98.7%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **96.9%****



Diagnostic Imaging **92.3%****



Physiotherapist **93.5%****



Pharmacy **84.1%****



Accommodation **94.6%****



Catering **82.8%****

*During the period of January to December 2017, BMI The Shelburne Hospital received 1,278 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Shelburne Hospital received 620 completed long form patient questionnaires.

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