

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



98.6%* of patients said they were likely, or extremely likely to recommend us to their friends and family

97.9%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **95.3%****



Diagnostic Imaging **95.4%****



Physiotherapist **94.0%****



Pharmacy **93.0%****



Accommodation **91.3%****



Catering **90.2%****

*During the period of January to December 2017, BMI Shirley Oaks Hospital received 2,722 completed Friends and Family postcards.

**During the period of January to December 2017, BMI Shirley Oaks Hospital received 531 completed long form patient questionnaires.

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