

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



98.8%* 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 **96.3%****



Diagnostic Imaging **97.0%****



Physiotherapist **94.7%****



Pharmacy **96.1%****



Accommodation **91.2%****



Catering **93.4%****

*During the period of January to December 2017, BMI The Somerfield Hospital received 1,290 completed Friends and Family postcards.

**During the period of January to December 2017, BMI The Somerfield Hospital received 714 completed long form patient questionnaires.

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