

OUR 2017 SCORES

PATIENT SATISFACTION SCORES



99.0%* of patients said they were likely, or extremely likely to recommend us to their friends and family

98.6%* of patients said the quality of their care was very good, or excellent



Overall Nursing Care **96.3%****



Diagnostic Imaging **96.1%****



Physiotherapist **93.7%****



Pharmacy **96.6%****



Accommodation **94.7%****



Catering **92.7%****

*During the period of January to December 2017, BMI Thornbury Hospital received 3,833 completed Friends and Family postcards.

**During the period of January to December 2017, BMI Thornbury Hospital received 1,031 completed long form patient questionnaires. Questionnaires analysed by Quality Health, who are an independent survey provider.